

INSPIRE **ME  
TZ**

# 2025

GROUP STAYS,  
EXCURSIONS AND TOURS  
IN AND AROUND METZ EUROMÉTROPOLE

**Lumières  
d'Europe**

**EUROMÉTROPOLE  
METZ**



## KEY FIGURES

**230,000**

inhabitants  
(Metz Eurométropole)

More than

**301,449**

visitors to the Centre  
Pompidou-Metz modern and  
contemporary art museum in  
2023 (+ 35.4%/2022)

**Destination  
Innovante  
Durable**

certification 2022

**52 sq.m**

of green space  
for every inhabitant

**255 km**

of greenways and  
cycle paths

**3 stars**

in the Michelin Green Guide

Metz,

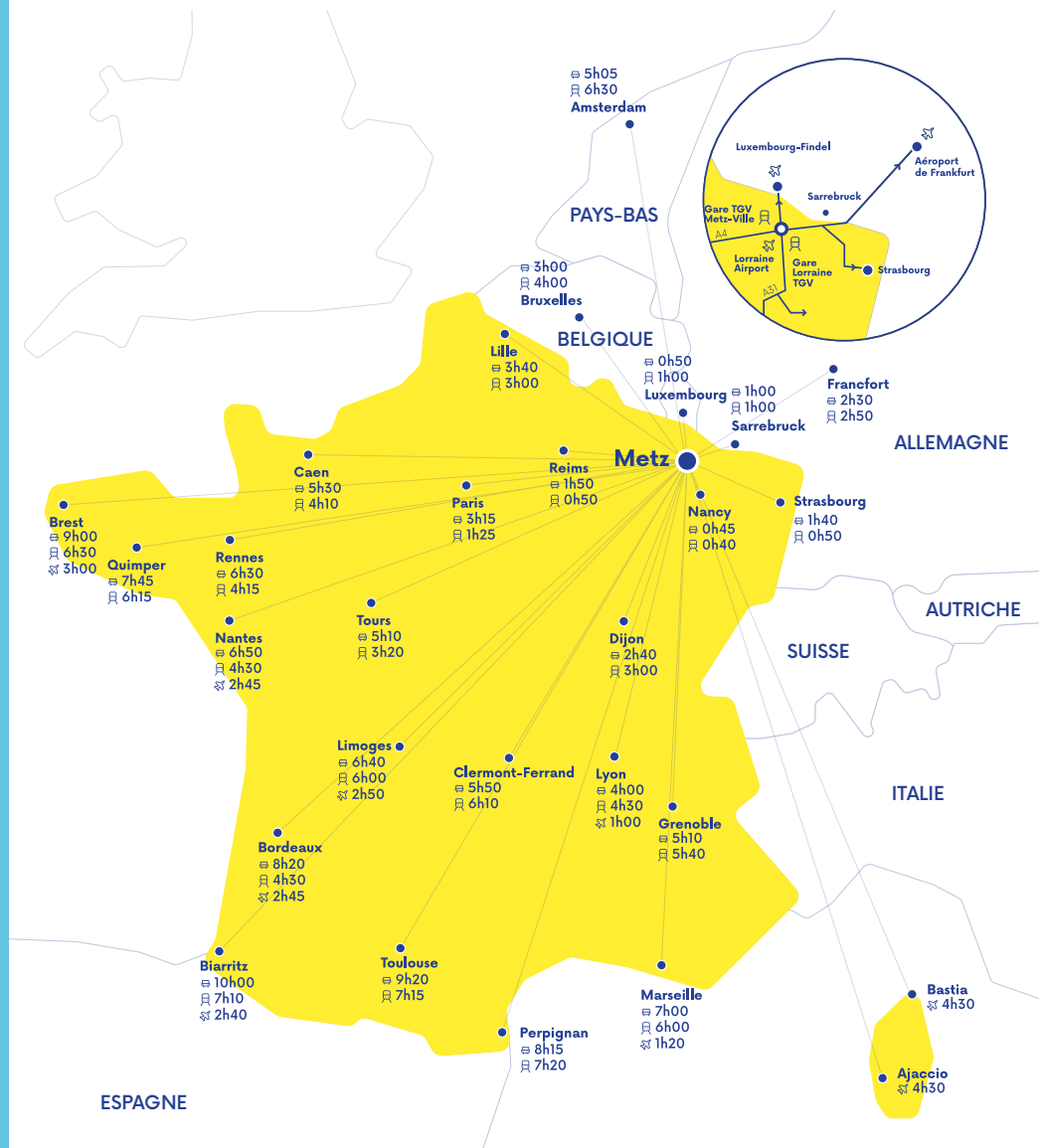
**UNESCO  
creative  
city**

in the Music category

## Getting there

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 85 minutes from Paris, 71 minutes from Roissy Charles-de-Gaulle, and 50 minutes from Strasbourg.



Sources:

<https://www.sncf-connect.com>

<https://www.viamichelin.fr/web/titinaires>

<https://www.airfrance.fr>



## Metz, a creative and sustainable Eurométropole

Metz Eurométropole lies at the confluence of the Moselle and Seille rivers, 85 minutes from Paris by TGV, 1 hour from Luxembourg and Germany, and less than 3 hours from Brussels. As the capital of urban ecology, it offers a constellation of different ways to experience light: shadow effects and halos reflected on the water, the magical lanterns of the Christmas market, shining stained glass windows and Jaumont stone...

► Looking for wide open spaces and nature?

Explore the Mont Saint-Quentin, take a breath of fresh air in the multitude of gardens in the Eurométropole, enjoy bike rides or boat trips... Metz is ranked France's 3rd greenest city, with 255 km of greenways and cycle paths.

► Looking for art and architecture?

From the Gallo-Roman era to the present day, this open-air museum is an invitation to venture into the heart of Europe. Top sights: the Centre Pompidou-Metz modern

and contemporary art museum, Saint Etienne's Cathedral, the Cour d'Or Museum - Metz Eurométropole, not to mention the Medieval and Renaissance heritage, the 18th century squares (the Opera-Theatre is the oldest working theatre in France), the fortifications (the Porte des Allemands is a little fortress), Metz Railway Station, voted three times running "most beautiful railway station in France".

► Prefer a culinary experience?

Let the restaurant chefs, producers and catering professionals take you on a culinary tour of local expertise. Mirabelle plums - celebrated every year at the height of summer - and the AOC wines of Moselle\*, whose grape varieties marry perfectly with quiches, pies and hotpots and much more, are emblematic of the area.

► And what about a bucolic escapade? Wine-producing villages, fortified churches, forts, castles, the Gallo-Roman aqueduct await you.

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.

Contact us by e-mail:

[reservation@inspire-metz.com](mailto:reservation@inspire-metz.com)



**Scan  
to discover  
Metz**

\*Alcohol abuse is bad for your health. Please drink sensibly.



Centre Pompidou-Metz.



Laquenexy Fruit Gardens.



2023 Lanterns Walk - Metz.  
Organised by Moselle Department.

## Main events

And whatever the season, Metz - a UNESCO creative city for music - proposes an exceptional cultural programme with concerts at the Cité musicale-Metz, and modern and contemporary art exhibitions and performances at the Centre Pompidou-Metz.

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

**Summer:** Constellations de Metz international festival, Hop Hop Hop Festival, Mirabelle Plum Festival and Montgolfiades Hot Air Balloon Festival.

**Winter:** Christmas and Saint Nicolas's Day Market...

# COACH PARKING MAP

## Metz city centre

**YOUR CONTACT**  
Reception Service  
Phone: +33 (0)3 87 39 01 02  
reservation@inspire-metz.com



### Key

- B** Coach parking
- D** Passenger pick-up/drop-off

View maps on  
[tourisme-metz.com](http://tourisme-metz.com)





# METZ EUROMÉTROPOLE

## Excursions and packages

**YOUR CONTACT**  
**Reception Service**  
**Phone:** +33 (0)3 87 39 01 02  
reservation@inspire-metz.com

### #1 DISCOVERY ESCAPEDE

- ▶ Guided tour of the must-see sites.
- ▶ Lunch at a traditional restaurant.

**The price includes:**

- guided tour of the city;
- lunch (3-course set menu, drinks included).

prices from **€42**/pers (BASED ON 20 PEOPLE)



### #2 ART AND ARCHITECTURE

- ▶ Visit to Saint Étienne's Cathedral and city tour, **or** tour of the Imperial Quarter.
- ▶ Lunch at a traditional restaurant.
- ▶ Guided tour of the Centre Pompidou-Metz, including admissions.

**Suggestions:** tour on the little train, boat trip, stroll around the lake, etc.

**The price includes:**

- guided tour of the city
- lunch (3-course set menu, drinks included)
- guided tour of the Centre Pompidou-Metz (admissions included).

1 day starting from **€77**/pers (BASED ON 20 PEOPLE)



### #3 GASTRONOMY AND CULTURE

- ▶ Guided tour of Saint Étienne's Cathedral and city tour.
- ▶ Lunch at a traditional restaurant.
- ▶ Visit and tasting at a winemaker's **or** distillery.

**Suggestions:** tour on the little train, boat trip, stroll around the lake, etc.

**The price includes:**

- guided tour of the city;
- lunch at a restaurant (3-course set menu, drinks included);
- tasting session at a winemaker's or distillery\*.

1 day starting from **€59**/pers (BASED ON 20 PEOPLE)



\*Alcohol abuse is bad for your health. Please drink sensibly.



## PRICES

**Not included:** transport, single-room supplement, tourist tax (to be paid on site at the hotel), admissions to the museums listed as optional or suggestions.

Prices valid from Monday to Saturday. Prices on request for Sundays and public holidays and hotel upgrades.

## Excursions and packages

### #4 A CREATIVE AND SUSTAINABLE SUMMER

#### DAY 1

- ▶ Guided walk around the must-see sites, including Saint Étienne's Cathedral.
- ▶ Lunch at a traditional restaurant.
- ▶ Free time for a daytime visit of the "Constellations de Metz" circuit.
- ▶ Dinner at a traditional restaurant.
- ▶ Evening stroll through the old part of the city (according to programme, "Constellations de Metz" Pierres Numériques digital art circuit, Dancing Fountains).
- ▶ Night in a mid-range hotel.

#### DAY 2

- ▶ Commented city tour on the little train.
- ▶ Lunch at a traditional restaurant.
- ▶ **Suggestions:** boat trip or a visit to an attraction in the surrounding area such as Robert Schuman's House, the Annexation Museum in Gravelotte, Laquenexy Fruit Gardens, etc.

#### The price includes:

- guided tour of the city;
- lunches on days 1 and 2 (3-course set menu, drinks included);
- dinner on day 1 (3-course set menu, drinks included);
- tour with commentary on the little train;
- 1 overnight stay based on double room with breakfast included.

**2 days/1 night starting from €208/pers**

(BASED ON 20 PEOPLE)



Lake - Metz.



Rue Taison - Metz.

### #5 CHRISTMAS SPIRIT

#### DAY 1

- ▶ Guided tour of the top sites **or** of the Cour d'Or Museum - Metz Eurométropole.
- ▶ Free time to stroll around the Christmas market.
- ▶ Tasting of a glass of mulled wine\* (or Christmas spicy drink) at the Christmas market.
- ▶ Dinner at a traditional restaurant.
- ▶ Night in a mid-range hotel.

#### DAY 2

- ▶ Stroll around the Christmas market.

**Suggestions:** visit to Centre Pompidou-Metz, little train, Saint-Maximin's church and the Outre-Seille district, Christmas stories and legends tour, Ferris wheel ride, etc.

#### The price includes:

- guided tour of the city;
- tasting of a glass of mulled wine\* (or a Christmas-spiced hot drink) at the Christmas market;
- dinner (3-course set menu, drinks included);
- overnight stay based on double room with breakfast.

**2 days/1 night starting from €110/pers**

(BASED ON 20 PEOPLE)

\*Alcohol abuse is bad for your health. Please drink sensibly.

## PRICES

**Not included:** transport, single-room supplement, tourist tax (to be paid on site at the hotel), admissions to the museums listed as optional or suggestions.

Prices valid from Monday to Saturday. Prices on request for Sundays and public holidays and hotel upgrades.



## Excursions and packages

### #6 ESCAPADE IN THE EUROMÉTROPOLE AND THE METZ AREA

#### DAY 1

- Panoramic tour of the city **or** visit to the Cour d'Or Museum – Metz Eurométropole.
- Lunch at a traditional restaurant.
- Boat trip on the Moselle River.
- Dinner at a traditional restaurant.
- Night in a mid-range hotel.

#### DAY 2

- Tour of the Metz region with your coach, exploring the Roman aqueduct at Ars-sur-Moselle and Sillegny church.
- Guided tour of Robert Schuman's House in Scy-Chazelles or the Museum of the Franco-Prussian War and Annexation in Gravelotte.
- Lunch in a country inn.
- Visit and tasting at a winemaker's **or** at the "Chez Mélanie" distillery in Vezon\*.

**Suggestions:** Visit to the Frac contemporary art centre, visit to the Centre Pompidou-Metz, tour on the little train, etc.

#### The price includes:

- guided tours of the city or the Cour d'Or Museum – Metz Eurométropole;
- visit and tasting at a winemaker's or at the distillery;
- day and guided tours in the Metz area;
- admissions to Robert Schuman's House;
- lunch and dinner on day 1 (3-course set menu, drinks included);
- lunch in a country inn on day 2 (3-course set menu, drinks included);
- overnight stay based on a double room with breakfast;
- boat trip on the Moselle River.

**2 days/1 night starting from €255/pers**  
 (BASED ON 20 PEOPLE)



Robert Schuman's House – Scy-Chazelles.

\*Alcohol abuse is bad for your health. Please drink sensibly.



Porte des Allemands – Metz.

### #7 IN THE FOOTSTEPS OF HISTORY IN MOSELLE

#### DAY 1

- Guided tour of the Imperial Quarter **or** Memory of Metz tour.
- Lunch at a traditional restaurant.
- Guided tour of the Museum of the Franco-Prussian War and Annexation in Gravelotte (admissions included).
- Dinner at a traditional restaurant.
- Night in a mid-range hotel.

#### DAY 2

- Guided tour of the Neufchef iron mines **or** Fort Hackenberg.
- Lunch at the Neufchef iron mines restaurant.
- Guided tour of Fort Verno.

**Suggestions:** Fort Queuleu and other places of remembrance.

#### The price includes:

- guided tour of the Imperial Quarter or Memory of Metz tour;
- guided tour of the Franco-Prussian War and Annexation Museum;
- guided tour of Fort Hackenberg or Neufchef iron mines;
- guided tour of Fort Verno;
- lunch at a traditional restaurant on day 1 (3-course set menu, drinks included) and dinner at a traditional restaurant on day 1 (3-course set menu, drinks included);
- lunch on day 2 at the iron mines restaurant (3-course set menu, drinks included);
- overnight stay based on double room with breakfast.

**2 days/1 night starting from €230/pers**  
 (BASED ON 20 PEOPLE)

## PRICES

**Not included:** transport, single-room supplement, tourist tax (to be paid on site at the hotel), admissions to the museums listed as optional or suggestions.

Prices valid from Monday to Saturday. Prices on request for Sundays and public holidays and hotel upgrades.

# IN AND AROUND METZ EUROMÉTROPOLE

**YOUR CONTACT  
Reception Service**  
Phone: +33 (0)3 87 39 01 02  
reservation@inspire-metz.com

## Excursions and packages



Metz Railway Station.

### #8 METZ NANCY DOLCE VITA

#### DAY 1: METZ

- ▶ Guided tour of Saint Étienne's Cathedral and city tour, **or** guided tour of the Imperial Quarter.
- ▶ Dinner at a traditional restaurant. Night in a mid-range hotel.

#### DAY 2: NANCY

- ▶ Guided tour of the Old Town of Nancy **or** Art Deco architectural tour. Lunch at a traditional restaurant.

#### The price includes:

- guided tour of Metz;
- dinner at a traditional restaurant (3-course set menu, excluding drinks);
- guided tour of Nancy;
- overnight stay in Metz based on a double room with breakfast in a mid-range hotel;
- lunch at a traditional restaurant (3-course set menu, excluding drinks) in Nancy.

**2 days/1 night starting from €149/pers**  
(BASED ON 20 PEOPLE)

### #9 DESTINATION METZ, THE EUROPEAN CITY

#### DAY 1

- ▶ Guided tour of the Cathedral and must-see sites.
- ▶ Lunch at a traditional restaurant.
- ▶ Guided tour of the Imperial Quarter **or** guided tour of the Centre Pompidou-Metz (admission extra).
- ▶ Dinner at a traditional restaurant.
- ▶ Night in a mid-range hotel.

#### DAY 2

- ▶ Departure in your coach for Luxembourg.
- ▶ Guided tour of Luxembourg City.
- ▶ Lunch at your leisure in Luxembourg.

**Suggestions:** visit to the MUDAM contemporary art museum, Cour d'Or Museum - Metz Eurométropole, etc.

#### The price includes:

- guided tours of the city;
- guided tour of the Imperial Quarter or of the Centre Pompidou-Metz (admission not included);
- guided tour of Luxembourg;
- lunch and dinner in Metz (3-course set menu, drinks included);
- overnight stay based on double room with breakfast.

**2 days/1 night starting from €286/pers**  
(BASED ON 20 PEOPLE)



Saint Étienne Cathedral in Metz.

### FOR GROUPS OF UP TO 10 PEOPLE

- Solar boat trip (with tasting available) • Cycling tour • Rallies • Made-to-measure programme • **Please call us!**



**You would like some suggestions for a cross-border stay? Please contact us!**

## PRICES

**Not included:** transport, single-room supplement, tourist tax (to be paid on site at the hotel), admissions to the museums listed as optional or suggestions.

Prices valid from Monday to Saturday. Prices on request for Sundays and public holidays and hotel upgrades.





Centre Pompidou-Metz.

### CENTRE POMPIDOU-METZ



#### Art and Cultural Centre

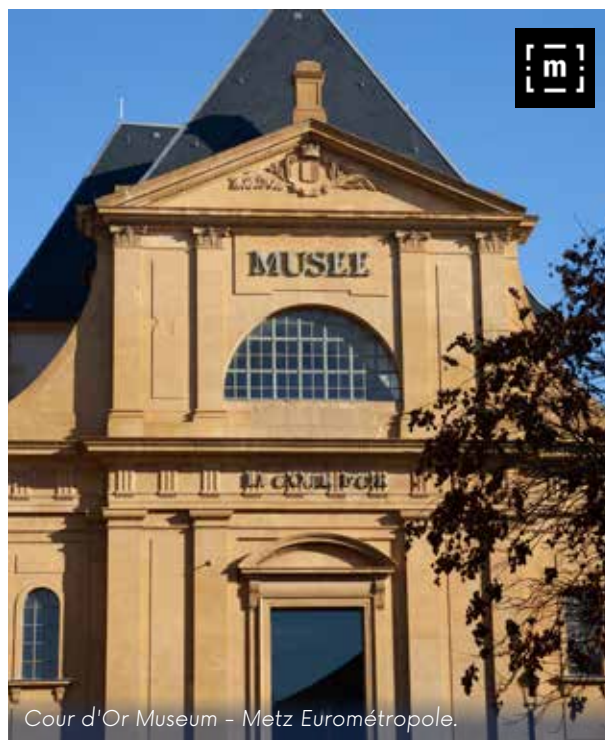
The Centre Pompidou-Metz is a unique venue, a surprising architectural showcase that houses an art centre where six to eight temporary exhibitions of modern and contemporary art are hosted every year.

Visit thematic exhibitions based on the prestigious collection from the Centre Pompidou - the French National Museum of Modern Art in Paris - and collections from museums, galleries and collectors the world over, as well as monographs by internationally renowned artists. Paintings, photographs, videos, architecture, design or live performances, you can also attend shows, conferences and screenings, or even take a stroll through Gilles Clément's garden.

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 1st May.

[www.centrepompidou-metz.fr](http://www.centrepompidou-metz.fr)



Cour d'Or Museum - Metz Eurométropole.

### POET PAUL VERLAINE'S BIRTHPLACE

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

The poet Paul Verlaine was born in Metz on 30 March 1844. In 2012, Verlaine's birthplace was awarded the "Maison des Illustres" seal of quality as an author's house. The first floor is open to visitors. A "Following in Verlaine's footsteps" tour of the city is also available.

Find out more from our Reception Service.  
 2 rue Haute-Pierre, 57000 Metz

Open all year round

Closed: Monday and public holidays.

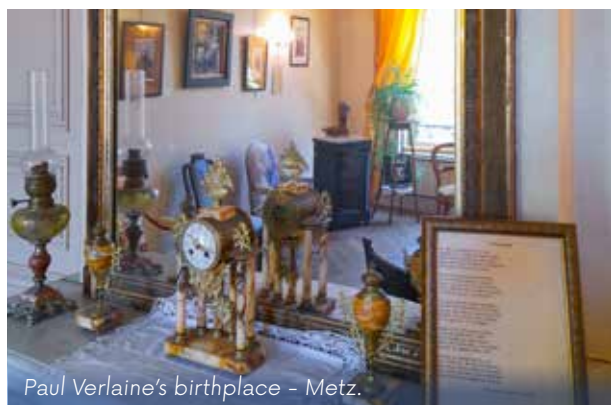
**Guided tour:** on reservation.

Groups of 4 to 19 people.

#### Booking and information:

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

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



Paul Verlaine's birthplace - Metz.

### THE TREASURES OF THE COUR D'OR

The Cour d'Or Museum - Metz Eurométropole reflects the wealth of Metz's heritage. In particular, it houses the remains of the Gallo-Roman thermal baths, the famous Chèvremont grain store and an incredible reconstructed medieval architectural ensemble, the Saint-Pierre-aux-Nonnains chancel, superb medieval painted wooden ceilings, as well as a Fine Arts section.

Open every day except Tuesday from 10am to 12.45pm and from 2pm to 6pm.

Closed all day on 1 January, Good Friday, 1st May, 14th July, 1st and 11th November, 24-25-26th and 31st December

**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.eurometropolemetz.eu](http://musee.eurometropolemetz.eu)

### 49 NORD 6 EST - FRAC LORRAINE

The 49 Nord 6 Est - Frac Lorraine, is an exhibition space that also stages debates, conferences, film projections, concerts and performances. Its collection of more than 1,800 works pays particular attention to the place given to women in the artistic ecosystem. It is housed in the oldest private mansion in Metz, the Hôtel Saint-Livier, a civil building dating from the 13th century.

Free guided visit in French of the exhibitions every Sunday at 4pm. Tours with French sign language interpreting on certain Sundays at 3pm (booking required, at least 10 days in advance. Dates available on the website).

1bis rue des Trinitaires - 57000 Metz  
 Phone: +33 (0)3 87 74 20 02

Open Tuesday to Friday from 2pm to 6pm and Saturday and Sunday from 11am to 7pm. Free admission.

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



49 Nord 6 Est - FRAC Lorraine.

### FRANCO-PRUSSIAN WAR AND ANNEXATION MUSEUM

Located on the fields of battle of the Franco-Prussian war, this is the only museum dedicated to this conflict, its impact on the local area and daily life during the annexation period.

11 rue de Metz - 57130 Gravelotte

Phone: +33 (0)3 87 33 69 40  
[contact.musee-guerre-70@moselle.fr](mailto:contact.musee-guerre-70@moselle.fr)

Open from mid-February until mid-December, Tuesday to Sunday from 10am until 1pm and from 2pm until 6pm. Closed on Mondays and 1st May.

[www.mosellepassion.fr](http://www.mosellepassion.fr)



Franco-Prussian War and Annexation Museum  
 - Gravelotte.

### ROBERT SCHUMAN'S HOUSE

Enter into Robert Schuman's private life by visiting his home, a typical Lorraine 1950s house. You can also discover the brand new museum area on the history of European construction. Lastly, let yourself be tempted by a stroll among the flowers of the "Jardin des Plantes de chez Nous" (Garden of native flora).

8-12 rue Robert Schuman - 57160 Scy-Chazelles

Phone: +33 (0)3 87 35 01 40/[maison-robert-schuman@moselle.fr](mailto:maison-robert-schuman@moselle.fr)

Open from mid-February until mid-December, Tuesday to Sunday from 10am until 1pm and from 2pm until 6pm - Closed on Mondays and 1st May.

[www.mosellepassion.fr](http://www.mosellepassion.fr)



Robert Schuman's House - Scy-Chazelles.

### LAQUENEXY FRUIT GARDENS

Fancy getting away from it all, experiencing nature, discovering new things and enjoying the peace and quiet? The Laquenexy Fruit Gardens are a precious resource for all garden lovers. Enthusiasts and curious visitors enjoy a stroll to explore around twenty thematic areas scattered among the fruit trees that make up the orchard.

4 rue Bourger et Perrin 57530 Laquenexy

Phone: +33 (0)3 87 35 01 00/[jardins-fruitiers@moselle.fr](mailto:jardins-fruitiers@moselle.fr)

Open from April to October from 10am to 6pm on weekdays and from 10am to 7pm at weekends. Closed on Mondays, Tuesdays and 1st May.

[www.jardinsfruitiersdelaquenexy.com](http://www.jardinsfruitiersdelaquenexy.com)



Laquenexy Fruit Gardens.

### ENAMELS AND GLASS ART MUSEUM

27 rue du Général-Franiatte - 57950 Montigny-lès-Metz

Phone: +33 (0)6 82 40 56 67/[www.musee-emauxverres.com](http://www.musee-emauxverres.com)

### POKEYLAND

La haie Focart - 57420 Féy

Phone: +33 (0)3 87 21 89 20/[www.pokeyland.com](http://www.pokeyland.com)

and in the Metz area...

### "FORT WAGNER"

ADFM - 9 rue des Grandes-Chaignes - 57420 Pommérieux

Phone: +33 (0)6 85 25 47 68/[www.le-fort-wagner.com](http://www.le-fort-wagner.com)





Metz Eurométropole Opera-theatre.

### METZ - CITY TOUR

An important Gallo-Roman city, 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 Saint Étienne's Cathedral to the old citadel district, passing through the Place de la Comédie, see a wealth of evidence of the city's glorious past, symbols of town planning and contemporary art.

If you have a tourist coach, the tour continues as far as the Imperial Quarter and the square in front of the Centre Pompidou-Metz.

duration  
1 hr 30  
or 2 hrs



Saint Étienne Cathedral's stained-glass windows - Metz.

### GOD'S LANTERN

Built between 1220 and 1522, Metz's Saint Étienne's Cathedral dominates the city and boasts some magnificent stained-glass windows dating from the 13th to the 21st centuries by renowned artists (including Chagall). Not to be missed!

**Renowned for:** one of the tallest and most open-worked naves in France.

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

duration 1 hr  
to 1 hr 30

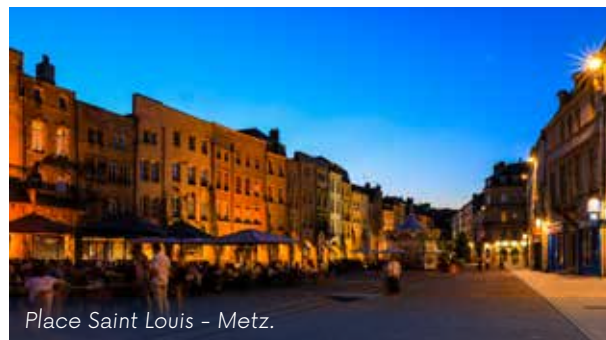


Porte des Allemands - Metz.

### FROM GOD'S LANTERN TO THE IMPERIAL STATION

From Saint Étienne's Cathedral to the Imperial Station, a walk through the city, taking in the Place Saint Louis and the Imperial Quarter. So many different architectural styles!

duration  
2 hrs



Place Saint Louis - Metz.

### IMPERIAL QUARTER

An exceptional illustration of German town planning dating from the early 20th century, 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" three times in online polls - is sure to astound you by its vastness (300 metres long) and neo-Romanesque style.

duration  
1 hr 30 or 2 hrs



Metz Railway Station.

### OUTRE-SEILLE AND PORTE DES ALLEMANDS

A walk with a guide through the Outre-Seille district, with its Saint-Eucaire's and Saint-Maximin's medieval churches (the latter houses some remarkable stained-glass windows designed by Jean Cocteau). The Porte des Allemands (13th-16th centuries) is a good example of a fortified bridge in France, 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 city, this example of Metz's military architecture offers some wonderful views over the River Seille and the gardens.

duration  
2 hrs



Tours can end with a chance to discover local products, taste some Moselle AOC\* wines and/or take a gourmet break. All our tours can be adapted for people with disabilities.

\*Alcohol abuse is bad for your health. Please drink sensibly.

## Unusual and theme-based tours

### SUBLIME STAINED-GLASS WINDOWS

The art of light par excellence, stained-glass windows are present everywhere in Metz's religious edifices. The tour is an opportunity to view stained-glass windows from the medieval period through to contemporary creations, notably the stained-glass windows in Saint Étienne's Cathedral and those designed by Jean Cocteau in Saint Maximin's church.

**duration**  
 2 hrs



Saint Étienne Cathedral's rose window - Metz.

### 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 Cour d'Or Museum - Metz Eurométropole, from the Hôtel Saint-Livier to the Récollets Cloisters, an important urban ecology site, and the remains of the house in which Rabelais stayed in Place Saint Louis, where you can admire the Italian-influenced medieval architecture. This tour includes the cathedral.

**duration**  
 1 hr 30  
 or 2 hrs



### NIGHT-TIME STROLL BY THE LIGHT OF LANTERNS

Fancy some unusual discoveries and chilling stories by lantern light in the shadows of the medieval streets? This is the tour for you! Follow the guide...

From mid-November to mid-January.

**duration**  
 1 hr 30



### METZ THROUGH ANECDOTES

Discover this surprising city through anecdotes retold by a passionate guide. Whether it's place d'Armes - J-F Blondel with its classical architecture, place Saint Louis with medieval architecture or place de la Comedie... discover the history of a city through amusing and sometimes juicy stories...

This tour can include the cathedral.

**duration**  
 1 hr 30



Récollets Cloisters -  
 an important urban ecology site - Metz.



Villa avenue Foch - Metz.



Place Saint Louis - Metz.





Esplanade - Metz.

### METZ GARDENS

Right in the heart of the town, on Sainte-Croix hill, you will find the Tanneurs garden, inspired by the Mediterranean, and the splendid Récollets Cloisters (13th century), which today houses the European Institute of Ecology and the Municipal Archives, as well as a Jardin des Simples (Physic Garden) where you will be able to 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 city's shopping streets.

**Option:** coach trip on to visit the Botanical Gardens, a 4.4-hectare landscaped park created in 1866, or a boat trip on the Moselle River.

**duration**  
2 hrs



### MEMORY OF METZ

In the heart of Metz, come and relive the great events of the Second World War. From the arrival of German troops to the liberation of one street after another, including the acts of resistance by the civilian population, take a step back in History. Through old photographs and anecdotes from everyday life, you will gain an understanding of how the people of Metz lived during this period of unrest. Far from the battlefields, our aim is to take you on an intimate and personal tour through a story with global implications that was also played out on our street corners.

**duration**  
1 hr 30



### COUNTRYSIDE TOURS IN THE METZ AREA

#### FORTIFIED CHURCHES TOUR

Around Metz, see the hallmarks of a rich and turbulent past: Sillegny church (16th century frescoes), the fortified churches of the Metz Republic and more.



Saint-Martin Church, Sillegny.

#### GARDENS TOUR

Gardens and sites: the Laquenexy Fruit Gardens **or** Robert Schuman's House and the "Jardin des Plantes de chez Nous" (Garden of native flora).

**Option:** visit and tasting at Mélanie's Distillery (Mirabelle plum distillery) or visit and tasting of Moselle wine at partner wineries.\*

**duration 4 hrs**  
(with your coach)



\*Alcohol abuse is bad for your health. Please drink sensibly.



Metz Eurométropole vineyards.

### 2025 PRICES (per group/per guide)

FRENCH-LANGUAGE TOURS					
	1 hr 30	2 hrs	3 hrs	4 hrs	Day
<b>Week</b>	€110	€125	€180	€235	€400
<b>Sundays, public holidays, late-night</b>		€190	€240	€330	€610

FOREIGN-LANGUAGE TOURS					
	1 hr 30	2 hrs	3 hrs	4 hrs	Day
<b>Week</b>	€125	€145	€200	€280	€480
<b>Sundays, public holidays, late-night</b>		€210	€315	€400	€740

**Public holidays in 2025:** 01/01, 18/04, 21/04, 01/05, 08/05, 29/05, 09/06, 14/07, 15/08, 01/11, 11/11, 25/12, 26/12.

To help make your visit a success, Agence Inspire Metz offers audio tour systems to hire. Price for 1 hr 30 or 2 hrs: €39, Price for 3h or half-day: €45. Late-night price for tours departing after 8pm.

# METZ EUROMÉTROPOLE

## Young people and school children

**YOUR CONTACT**  
**Reception Service**  
**Phone:** +33 (0)3 87 39 01 02  
[reservation@inspire-metz.com](mailto:reservation@inspire-metz.com)

### RECREATIONAL TOURS

**For young visitors (6 years and over), fun discovery tour with:**

- ▶ Chagall for children (cathedral).
- ▶ The mythological cathedral.
- ▶ Beasts and symbols at the railway station.
- ▶ Cocteau's stained glass windows retold to children.



Rue Taison – Metz.

**For older children, tours of the city with commentary will cover:**

- ▶ Metz in medieval times.
- ▶ Art and mathematics.
- ▶ Ancient Metz.
- ▶ The Imperial Quarter.

**Themes to explore:**

- ▶ Tales & Legends of Lorraine ▶ The mythological cathedral ▶ The story of Chagall for children ▶ The cathedral builders ▶ The story of the Cocteau stained-glass windows for children ▶ Beasts and symbols at the train station ▶ In the footsteps of Graouilly ▶ Medieval Metz ▶ Art and Mathematics ▶ The story of the cathedral told by Pierre Perrat.



Saint Étienne Cathedral – Metz.

### GUIDED TOUR PRICES 1HR

€90 IN FRENCH;  
€115 IN OTHER LANGUAGES.



Saint Étienne's Cathedral's gargoyles. ▶

### LITTLE TRAIN FROM APRIL TO OCTOBER

A one-hour round-trip with recorded commentary describing the monuments and historical sites (FR, GB, DE, NL, IT, ES, LU, JP, RU, CN). Minimum of 20 persons.

### CHILDREN'S AND TEENAGERS' WORKSHOPS

- ▶ Centre Pompidou-Metz: [centrepompidou-metz.fr](http://centrepompidou-metz.fr), Young visitors' section
- ▶ 49 Nord 6 Est – Frac Lorraine (5 to 12 years): [fraclorraine.org](http://fraclorraine.org)
- ▶ Cour d'Or Museum – Metz Eurométropole: [musee.eurometropolemetz.eu](http://musee.eurometropolemetz.eu)

### GOOD PLACES TO EAT

- ▶ In fine weather: picnic by the lake, Jean-Marie Pelt Gardens, Pas du Loup Park, walk along the banks of the Seille, Régates Garden, around Saulcy Island.

### NEARBY

- ▶ Robert Schuman's House at Scy-Chazelles
- ▶ Laquenexy Fruit Gardens
- ▶ Franco-Prussian War and Annexation Museum in Gravelotte

And also:

- ▶ Pokeyland
- ▶ Walygator Park

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 EUROMÉTROPOLE

## Another way to visit

**YOUR CONTACT**  
**Reception Service**  
**Phone:** +33 (0)3 87 39 01 02  
[reservation@inspire-metz.com](mailto:reservation@inspire-metz.com)

### SMALL GROUPS, INCENTIVE & TEAM BUILDING

#### TREASURE HUNT

##### "In Search of Metz"

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 and streetmap)** (French)

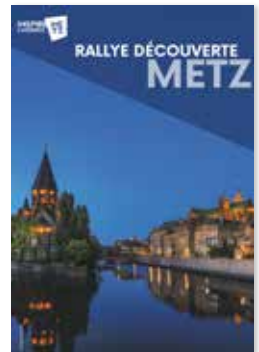


### DISCOVERY CITY TRAIL

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**

(French, German and English)



### EUROPE CITY TRAIL

Family treasure hunt with eight puzzles to solve to reveal two sentences about Metz.

**€4**

(French)



### IN GRAOULLY'S FOOTSTEPS

Graouilly treasure hunt, in French: the children set out in Graouilly's footsteps to find his treasure...

For children aged 6 to 10.

**€8 the treasure hunt**

(French)

### Business tourism

The Metz Congress Office can help you organise your professional events (congress, seminar, conference) in the Metz Eurométropole

#### Contact:

Pierre-Jean Guerra

Phone: +33 (0)3 87 16 96 85

Mobile: +33 (0)6 03 73 04 40

E-mail: [pjguerra@inspire-metz.com](mailto:pjguerra@inspire-metz.com)

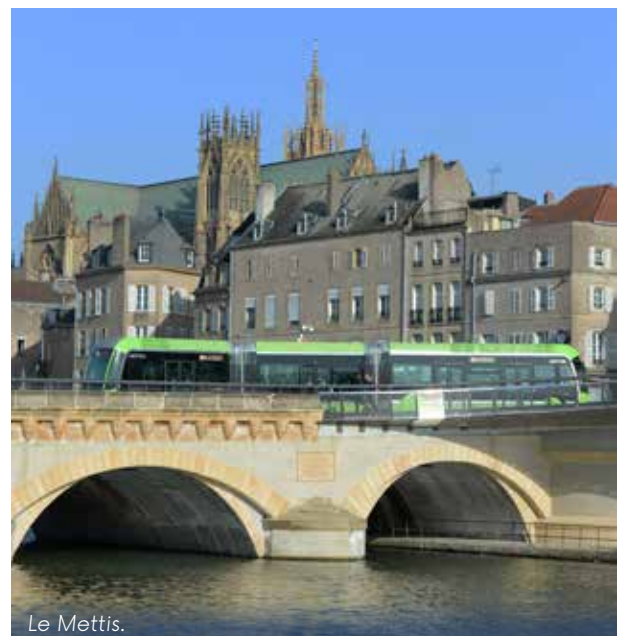
### Benefit from an exceptional service with LE MET'

METTIS DÉCOUVERTE will make you 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)





Seille Park - Metz.

## BY BIKE

Explore the city of Metz in a different way: with your bikes...  
 From April until October, subject to weather conditions. Groups  
 of up to 10 people. Booking required.

**Find out more from our Reception Service.**



Metz little train.

## ON THE LITTLE ELECTRIC TRAIN

Little train from April to October.

1-hour round-trip with recorded commentary in 10 languages  
 (FR, GB, DE, NL, IT, ES, LU, JP, RU, CN).

Departure point: place d'Armes-J.F. Blondel. Find out more  
 from our Reception Service.

Booking for groups of 20 people and more.

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

## Boat trips

Discover Metz, its surroundings and its history on a solar-powered boat trip aboard the Solis, Bandiera (deluxe boat) or METTENSIS, solar-electric boat GD Vacances (covered boat) or Graouilly (covered solar-electric, air-conditioned or heated boat). Departing from the Lake in the heart of the city or from Longeville-lès-Metz.

### SOLIS METTENSIS

#### LE BANDIERA

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

#### METTENSIS

This new 20-metre-long hybrid boat offers a range of  
 services, including privatisation for dockside events, a  
 flexible reception room, a library and a panoramic terrace.  
**Phone:** +33 (0)7 71 75 72 94  
[metz-bateau-solaire.com](http://metz-bateau-solaire.com)

#### SOLIS METTENSIS

Quai des Régates (lake)  
**Phone:** +33 (0)7 71 75 72 94  
[metz-bateau-solaire.com](http://metz-bateau-solaire.com)

### LA COMPAGNIE DES BATEAUX DE METZ

#### LE GRAOULLY

Between the Moyen-Pont and Quai des Régates  
**Phone:** +33 (0)6 83 50 49 33  
[www.la-compagnie-des-bateaux-de-metz.com](http://www.la-compagnie-des-bateaux-de-metz.com)

#### GD VACANCES BOAT

Quai du Temple Neuf  
**Phone:** +33 (0)6 83 50 49 33  
[www.la-compagnie-des-bateaux-de-metz.com](http://www.la-compagnie-des-bateaux-de-metz.com)

### AGENCY LA COMPAGNIE DES BATEAUX DE METZ

9 En Fournirue, 57000 Metz, France  
**Phone:** +33 (0)3 87 84 77 22  
**Opening hours:** Tuesday to Saturday, 10am to 6pm

## Welcome to the excursion boats!

Metz is the perfect stop-off point for a truly immersive and lasting experience, by coach, on foot or by bike. The guide will pick you up on the quay and take you on a tour of the region's outstanding heritage.

## Products made in Moselle, France and the Greater Region

The Agence Inspire Metz - Tourist Office boutique offers visitors a selection of local and regional products: plum-wood pens, local delicacies, regional produce and more.  
<https://boutique.tourisme-metz.com>.

Boutique open seven days a week.



Agence Inspire Metz - Tourist Office boutique.



## A European eco-tourism destination

**Cradle of urban ecology, Metz offers a special environmental setting with its many parks and gardens, its walks along the banks of the Moselle and the Seille, the lake and its pleasure boating harbour.**

**The walks and numerous cycle paths allow you to explore the unspoilt natural sites such as Mont Saint-Quentin and the picturesque villages nearby.**



Lake - Metz.



### Mobile app

to download from App Store and Google Play



#### Géo Vélo

Metz Eurométropole has teamed up with Géo Vélo, the specialist cycle route calculation and data analysis partner for local authorities. Géo

Vélo, a free app, is the easy way to find the best cycle route for your needs.

Available in French.



#### Histoires de Metz

This application, produced by the City of Metz, offers several tours and treasure trails. The app allows you to discover the town's emblematic sites, as well as its famous or not-so-well-known characters, through the centuries, arts and cultures.

Available in French.

## LABELS IN THE METZ EUROMÉTROPOLE AREA



### TERRITOIRE VÉLO

The Territoire Vélo cycling region label promotes the development of cycling in the regions.



### ACCUEIL VÉLO BRAND

Accueil Vélo is a national brand that guarantees a top quality welcome and services for cyclists along the cycle routes.



### ISO 20121

In May 2022, Agence Inspire Metz secured ISO 20121 sustainable event management certification. This certification covers both the Tourist Office and the Congress Office.



Metz Eurométropole is one of the first locations to be awarded "Destination Innovante Durable" (innovative sustainable destination) status. This initiative is led by the Congress

Office and the Tourist Office and also involves a range of organisations such as the Centre Pompidou-Metz, the Centre Metz Congrès-Robert Schuman, the UMIH57 (Moselle hotel trades and industries union) and Metz Eurométropole as a whole. All of these organisations have committed to taking concrete action to promote sustainable development in their own operations. Within a framework of 8 priorities each divided into 26 actions. These include sustainable mobility, responsible purchasing, resource preservation, waste minimisation, inclusion and gender equality.

**Non-exhaustive list.**



### Looking for a place to stay?

[www.tourisme-metz.com/fr/agence-inspire-metz/nos-adherents/hebergements](http://www.tourisme-metz.com/fr/agence-inspire-metz/nos-adherents/hebergements)

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

## 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 - Tourist Office  
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. Any booking for services made with Agence Inspire Metz implies acceptance of these terms and conditions of sale.

## 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 TERMS AND 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 quotation.

- 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 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 quotation

By placing an order, the client recognises that they have obtained all the information they require regarding the nature and characteristics of the services ordered.

### 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 which will have produced the final invoice. Once the balance has been paid, Agence Inspire Metz will provide the client, by e-mail, with the voucher to be given to the 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 which will have produced the final invoice. Once the balance has been paid, Agence Inspire Metz will provide the client, by e-mail, with the voucher to be given to the service providers.

- "No-catering" guided tours: 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 "no-catering" guided tours not paid for 72 hours before the tour and with no contact from the client, will be cancelled without prior notice. In the case of no-show or cancellation 4 days before the tour, 100% of the fee will be charged.

- Bookings for tours on the little train: payment shall be made no later than 10 days before the date of the tour, to Agence Inspire Metz which will have produced the invoice.

All bookings for little train tours not paid for at the latest 72 hours before the tour and with no information provided by the client, 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 little train on arrival.

In the case of no-show or cancellation less than 72 hours 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 persons. 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.

### EXCURSION (WITHOUT ACCOMMODATION)

Any cancellation made at least 10 clear days before the start of the service will be taken into consideration, subject to acceptance by the service provider concerned and except in specific cases:

In the event of partial cancellation by one or more members of the group after the invoice has been issued, tickets for the Centre Pompidou-Metz will not be accepted for return, or refunded or exchanged. The total amount of the booked tickets will be due.

Any cancellation made less than 10 clear days before the start date of the service will be taken into consideration and charged according to the cancellation charges stipulated in article 8

Any amendment to the signed contract will incur cancellation charges in accordance with the conditions stipulated in Article 8. Any postponement of the date will be considered as a cancellation and will result in the application of charges in accordance with the current scale in article 8.

Modifications made more than 30 days before the date of commencement will incur a charge of €10 per file and modifications made less than 30 days before the date of commencement will incur a charge of €15 per file.

### 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 of lower quality, 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: TOTAL OR PARTIAL CANCELLATION

### 8.1 By the client:

Modification and cancellation of a booking by the client

All modifications to or cancellations of the Trip, total or partial cancellations (absence of one or more persons, changes to the dates of stay), must be submitted by any written means. Only the date of receipt of said written notice will be taken into account for the application of the charges. All requests for changes or cancellations received on a Sunday, public holiday or after 5pm will only be processed on the next working day.

Total or partial cancellation (except in specific cases): Total cancellation refers to the cancellation of a package after the contract has been signed.

Partial cancellation refers to any modifications made after the contract has been signed concerning: - A reduction in the number of participants, - A reduction in the length of the package, - The cancellation of certain services, - All modifications resulting in a reduction in the cost of the package.

All cancellations, whether total or partial, will incur the following charges :

- Cancellations must be notified by registered letter to Agence Inspire Metz. In the event of total or partial cancellation by the client, the amount refunded to the client 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 3rd 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 proforma 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 30 minutes 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 30 minutes and if the guide has not heard from the group, the guide's 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;
- in Chèques Vacances holiday vouchers;
- by bank card (in person or remotely);
- by bank transfer;
- order forms accepted from 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 accommodation and breakfast, or half-board, or full board. Unless otherwise stated, they do not include drinks with meals, or extras.

- In the case where one guest occupies a room intended for two, a single-room supplement will be charged.

- The client shall pay the local tourist tax directly to the accommodation.

### 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 30 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: SPEC Christian BRET- BOUR Loïc, General Agent associated with AXA France, 34 avenue André Malraux, 57000 METZ and a financial guarantee of €30,000 from GROUPAMA 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 full name and address and attaching a copy of their identity document (both sides): by e-mail [reservation@inspire-metz.com](mailto: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<sup>er</sup>.

**Last updated on:** 21/06/2024

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.

## 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 a 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 the organiser or retailer becomes insolvent after the package begins, the sums paid will be refunded. If the organiser or retailer cannot provide important elements of the package 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.

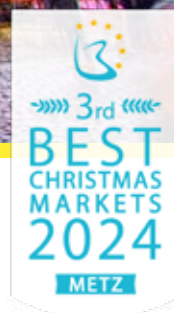
Travellers are also entitled to a price reduction and/or compensation if the travel services are poorly provided or not provided at all.

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

If Agence Inspire Metz 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 GROUPAMA 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>

**Latest update:** 21/06/2024



# AGENCE INSPIRE METZ OFFICE DE TOURISME

**2, place d'Armes J.-F. Blondel - CS 80367 - 57007 Metz Cedex 1**

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**April to September and Christmas market:** open from Monday to Saturday from 9.30am to 6.30pm, Sundays and public holidays 10am to 4pm.

**October to March:** open from Monday to Saturday, 10am to 6pm, Sundays and public holidays 10am to 4pm.

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



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Editorial and graphic design: Inspire Metz - Printed by: Socoprint.

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Guidebook produced using information valid in the 3<sup>rd</sup> quarter of 2024. Non-binding document, reproduction prohibited, print run: 100 copies. Printed on PEFC paper. Print run completed: October 2024. Publication date: October 2024. Legal deposit: October 2024.