



CAEN MER

Destination Normandie



CAEN LA MER

Destination Normandie

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

IDENTITY CARD

CAEN LA MER



366
Km²

The CAEN
MEMORIAL MUSEUM



1 Casino

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



Sword
Beach

ONE OF THE 5
D-DAY BEACHES IN
NORMANDY



The Orne
estuary

THE TOP
PROTECTED NATURE
SITE IN CALVADOS



10 km
OF SANDY
BEACHES



15 km

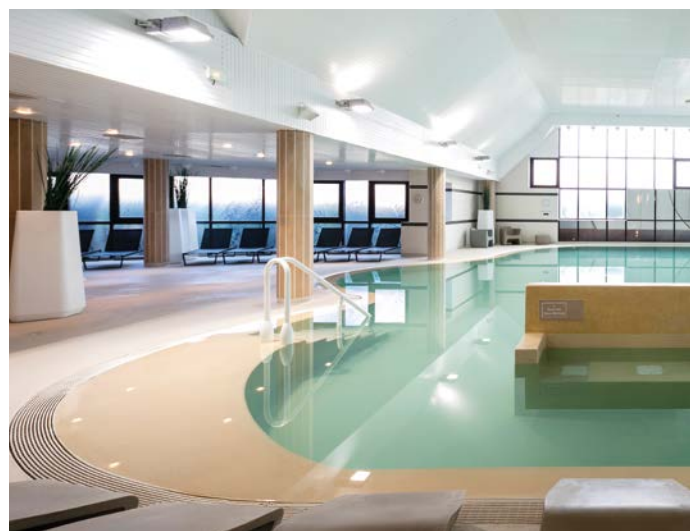
OF CANAL
BETWEEN CAEN
AND THE SEA

1 airport
CAEN CARPIQUET

1 thalassotherapy
center



801 PLACES TO STAY
WITH 20,185
GUEST BEDS



CONVENTION BUREAU

Tourism Office & Convention Bureau - Caen la Mer - Normandy
www.caen-normandie-congres.fr

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





YOUR CONTACTS



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GROUPS DEPARTMENT

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

> Organises a tailor-made programme according to your needs and your budget: all-inclusive or specific programmes, city tours, sightseeing in and around Caen, traditional or original programmes lasting for one or several days.

> Advises you in choosing partners (restaurants and accommodation) and activities.

> Reserves an experienced, professional tour guide (speaking French, English, German, Spanish, Italian or Dutch).

> ... and provides you with an unforgettable experience!

YOUR CONTACTS



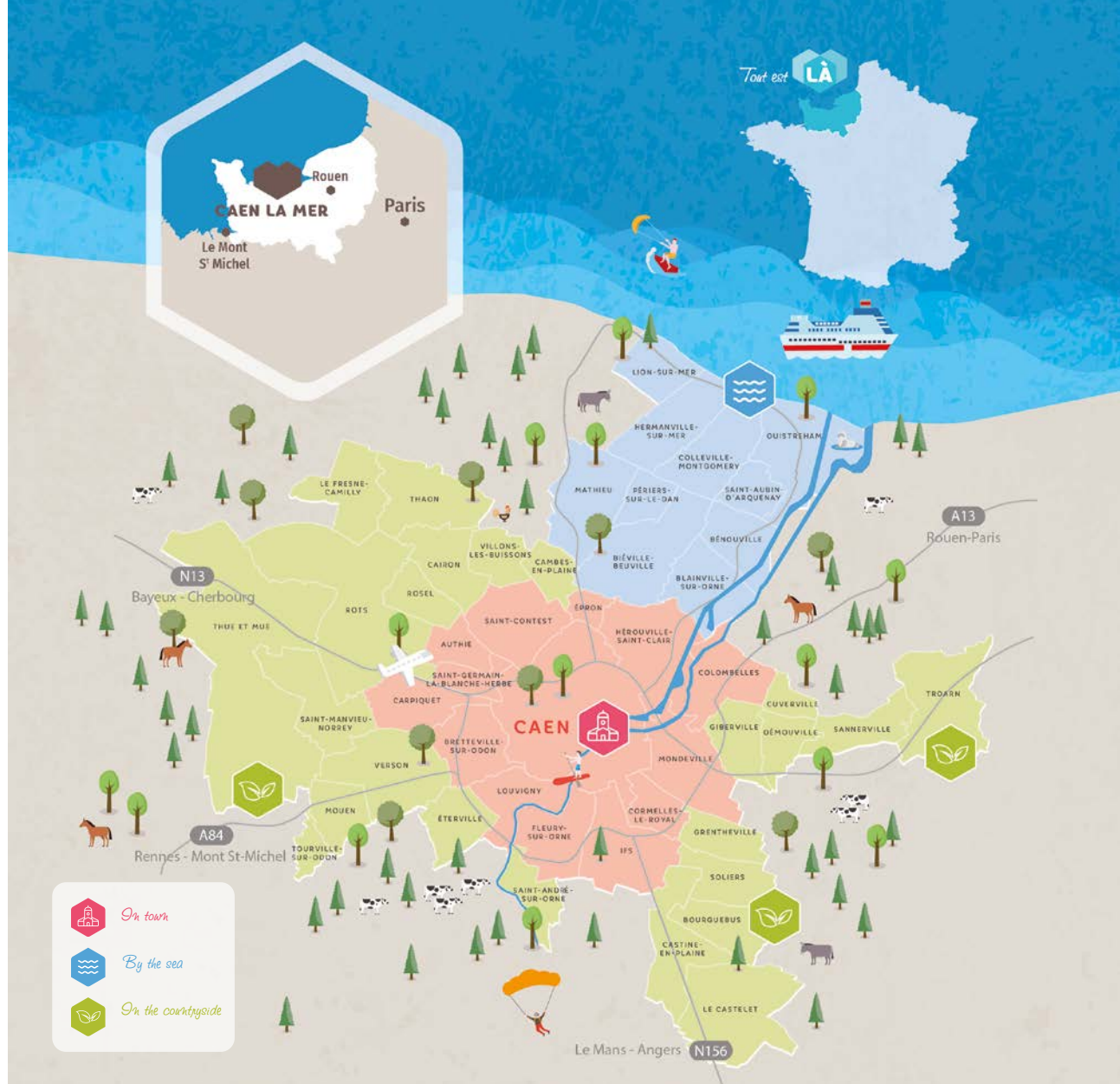
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TO COME TO CAEN LA MER

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



BY TRAIN :

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



BY COACH :

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



BY PLANE :

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



BY FERRY :

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

FROM CAEN:

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

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

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

CAEN LA MER IN 10 PLACES



>L'ABBAYE AUX HOMMES

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



>L'ABBAYE AUX DAMES

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



>CAEN CASTLE

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



>ORNAVIK

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



>PARKS AND GARDENS

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

>LE MÉMORIAL DE CAEN

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



>SWORD BEACH

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

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

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



>SEASIDE RESORTS

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



>THE TYPICAL CÔTE DE NACRE SEASIDE ARCHITECTURE

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



>THE CANAL

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





The place to be

CULTURAL EVENTS

Save the dates! Caen la Mer offers a host of events to choose from. Don't miss out on the local events.

Browse our website to find out what's on:
www.caenlamer-tourisme.fr.

Exhibitions, concerts, events...

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



January

- > Caen Memorial Museum moot court



April

- > Palma Festival (urban music and arts)
- > Interstice Festival (when contemporary arts meet technology)
- > Student carnival



May

- > D-DAY Festival



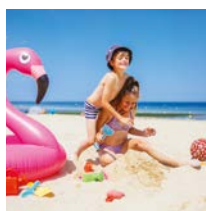
June

- > D-Day Festival
- > Freedom Marathon
- > Normandy Channel race



July

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



August

- > Eclats de rue Festival (street art shows)



September

- > Caen International Trade Fair



October

- > La Fête de la Coquille



November

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



December

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



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

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



CAEN, 1000 YEARS OF HISTORY

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

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

Caen

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

The Caen Memorial Museum

Visit the museum and relive the major events of the 20th century: from the outbreak of WWII to the end of the Cold War. D-Day and the Battle of Normandy are the main features of the museum. Plunge into European history from 1900 to 1991 with the new 19-minute circular screen movie experience, available since June 2019.

DAY TRIP PROGRAMME

10 AM-12 PM

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

12:15 PM-1:45 PM

Lunch in Caen

2 PM-4 PM

**Guided tour of the
Caen Memorial Museum**

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

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

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



A DAY BY THE SEA

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

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

DAY TRIP PROGRAMME

10:30 AM-12:00 PM

Guided tour of Ouistreham port and fish market

12:00 PM-1:30 PM

Lunch in Ouistreham Riva-Bella

2 PM-4 PM

Guided tour of the seaside villas

Ouistreham Riva Bella

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

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

Seaside villas

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

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

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

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



NATURE TRAIL DAY TRIP IN CAEN

FROM €32.50 PER PERSON (BASED ON A GROUP OF 40)

When nature and the city merge:
see the city in a new light.

DAY TRIP PROGRAMME

10 AM-12 PM

**Botanical
garden visit**

12:15 PM-1:45 PM

lunch in Caen

2 PM-3 PM

city tour train ride

Visit the garden:

Over 25% of the city's total surface is parkland. Follow an officer of the city's Parks and Landscapes department around one of the parks:

- LA COLLINE AUX OISEAUX, a former landfill rehabilitated into a floral park stretching over more than 50 hectares, boasts an amazing rose garden and plant maze, only a short distance from the Caen Memorial Museum.

or

- THE BOTANICAL GARDEN, Caen's first plant repository, and a true plant museum home to thousands of exotic, regional, useful and rare species.

City tour train

Commented panoramic tour of the city's main sites of interest (castle, Abbaye aux Dames, marina, Abbaye aux Hommes, historic centre, and more.)

The price includes:
Guided tour with a Caen city's Parks and Landscapes department officer, lunch - 3-course menu and drinks (25 cl pitcher of wine and coffee) and train ride.

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

Note:
Maximum train capacity: 45 people.
The tour train operates from April to September. The visit of the botanical garden is only available Monday to Friday, closed on weekends and public holidays and only in French.
Please note: time schedules are subject to change. This programme is available daily, subject to availability.



DAY TRIP BETWEEN LAND AND SEA

FROM €37 PER PERSON (BASED ON A GROUP OF 40)

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

Caen

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

Ouistreham Riva Bella

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

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

DAY TRIP PROGRAMME

10 AM-11 AM

City Tour Train ride

12:00 PM-1:30 PM

lunch in Caen

2 PM-4 PM

Guided tour of Ouistreham Riva-Bella

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

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

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



LOCAL KNOW-HOW: LIVING HERITAGE COMPANIES

FROM €35.50 PER PERSON (BASED ON A GROUP OF 40)

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

DAY TRIP PROGRAMME

10:30 AM-11:30 AM

**Visit of the
Jeannette Biscuit Factory
production plant**

12:00 PM-1:30 PM

**lunch in Caen
or on the coast**

2 PM-4 PM

visit of the Pottery

Jeannette Biscuit Factory

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

Mesnil de Bavent Pottery:

A unique eye-opener...

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

The price includes:
Admission to the Jeannette Biscuit Factory and the Mesnil du Bavent Pottery and lunch: 3-course menu and drinks (25 cl pitcher of wine and coffee).

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

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



HISTORY & EXPERTISE

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

Visit the sites and meet the people to see what makes Normandy so attractive...

Visit Saint Vaast farm

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

City tour train ride

Guided panoramic tour of the city's must-see sites (castle, Abbaye aux Dames, marina, Abbaye aux Hommes, historic centre, and more.)

DAY TRIP PROGRAMME

10:00 AM-11:30 AM

**visit of
Saint Vaast farm**

12:00 PM-1:30 PM

lunch in Caen

2 PM-3 PM

City Tour Train ride

*The price includes:
Admission to the Farm and train ride, and lunch: 3-course menu and drinks (25 cl pitcher of wine and coffee).*

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

*Note:
Maximum train capacity: 45 people. The train operates from April to September. The train ride can be replaced by a guided tour of the city.
Please note: time schedules are subject to change. This programme is available daily, subject to availability.*



THE SECOND WORLD WAR

FROM €51.50 PER PERSON (BASED ON A GROUP OF 40)

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

The Caen Memorial Museum

The Museum takes you back through 20th century history, from the outbreak of WWII to the end of the Cold War. D-Day and the Battle of Normandy are the main features of the museum. Plunge into European history from 1900 to 1991 with the new 19-minute circular screen movie experience, available since June 2019.

D-Day beaches

On 6 June 1944, over 150,000 allied troops landed on the beaches of Normandy during the biggest amphibious and airborne military operation of all time. Discover the main sites where a country's destiny was played out: the artificial Arromanches harbour (a technological feat that contributed to the success of the D-Day invasion), the German Artillery Battery of Longues sur Mer (the only weaponized remains of the Atlantic Wall), the American cemetery of Colleville-sur-Mer and Omaha beach (the deadliest battlefield).

DAY TRIP PROGRAMME

10 AM-12 PM

**Guided visit of the
Caen Memorial Museum**

12:00 PM-1:30 PM

**lunch in Caen
or on the coast**

2 PM-6 PM

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

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

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

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



FOOD-TASTING DAY TRIP IN THE HEART OF NORMANDY

FROM €44 PER PERSON (BASED ON A GROUP OF 40)

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



DAY TRIP PROGRAMME

10 AM-12 PM

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

12:00 PM-1:30 PM

lunch

2 PM-6 PM

**guided tour of Honfleur
and the Côte Fleurie**

Food tasting visit to choose from:

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

Honfleur and the Côte Fleurie

Honfleur is known in particular as the city of painters and impressionism (with its old cobbled streets, its rich architectural heritage, the old port (le Vieux Bassin) and iconic half-timbered houses, etc.). Another must is Sainte Catherine church, France's largest wooden church with an independent clock tower. Then follow the coast and visit its famous seaside resorts like Deauville and Cabourg.

The price includes:

A guide for the day, admission and cheese or Calvados tasting experience at the site of your choice and lunch: 3-course menu and drinks (25 cl pitcher of wine and coffee).

The price does not include:

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

Note:

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



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

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

4 DAYS IN NORMANDY



THE CAEN MEMORIAL MUSEUM AND D-DAY BEACHES

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



CAEN AND OUISTREHAM

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



PAYS D'AUGE AND CÔTE FLEURIE

- Audioguided tour of the Graindorge Cheese Dairy Village
- Lunch at Saint-Martin aux-Chartrains
- Guided tour of the Christian Drouin Calvados distillery and tasting experience



TROUVILLE SUR MER AND HONFLEUR

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

3 DAYS IN NORMANDY



CAEN AND THE CAEN MEMORIAL MUSEUM

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



BAYEUX AND THE D-DAY BEACHES

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



MONT SAINT MICHEL

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



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

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

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



OUISTREHAM VILLAGE CENTRE GOING BACK IN TIME

🕒 45 min/1h ☆ €75/class

👤 For children aged 6 to 11)

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

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

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

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

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



OUISTREHAM HARBOUR

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

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

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

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

Theme: economic activity

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

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



OUISTREHAM LIGHTHOUSE

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

☆ €50/Class of 30

👤 For students aged 5 to 17.

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

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



THE OCCUPATION AND LIBERATION OF OUISTREHAM

🕒 1h

★ €75/class

👥 for children aged 8-10

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

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

A questionnaire can be provided.

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



HISTORY OF OUISTREHAM SEASIDE RESORT

🕒 1h

★ €75/class

👥 for children aged 7 years and more

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

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



HERMANVILLE/OR LION SUR MER RESORT

🕒 1h

★ €75/class

👥 for children aged 9 years and more

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

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



GUIDED TOURS

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

MUST-SEE SITES

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

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

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

WHERE TO EAT

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

QUIZ BOOKLETS

In Caen:

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

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

- Attacking the castle
- Tour around Caen.

Price: €2.50 per booklet.

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

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

Price: €6 per booklet.

In Ouistreham:

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

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

Price: €2.50 per booklet

In Lion sur Mer:

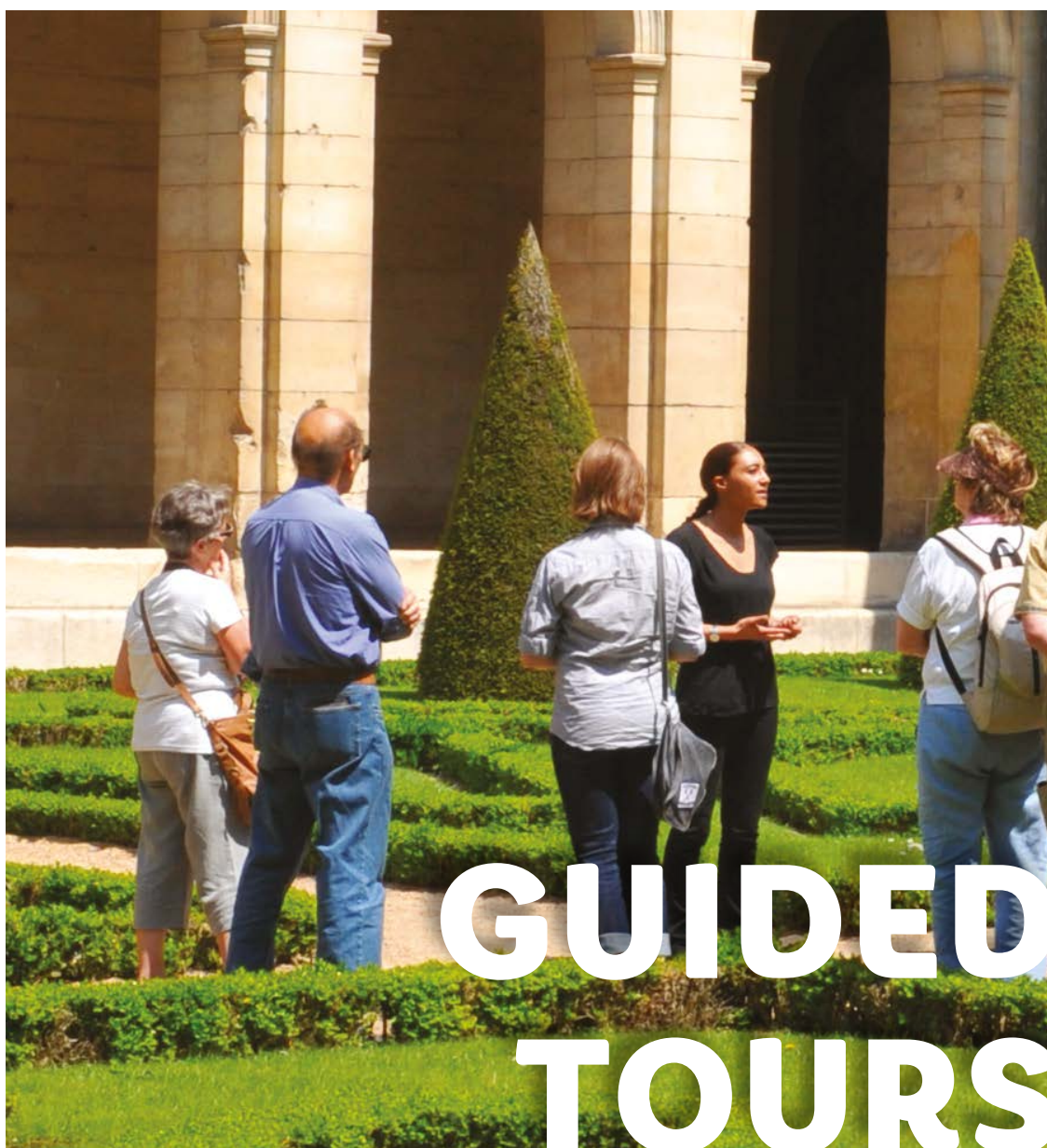
For Kids (aged 7 to 13)
Tour of the seaside villas, learning about endemic fish species or how bathing practices have changed over time.
Price: €2.50 per booklet

Other:

Booklets and quizzes for all ages for two visits:

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

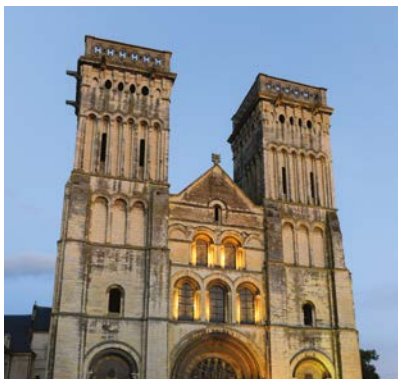
Price: Free



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

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

Classic visits



TOUR OF CAEN

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

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

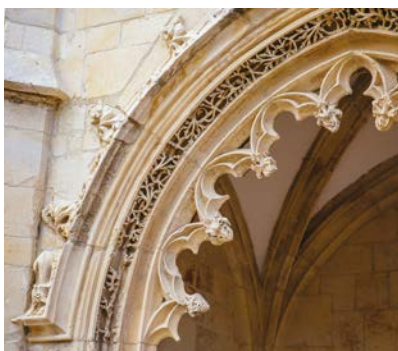


TOUR OF OUISTREHAM RIVA-BELLA

🕒 2 hrs ☆ From €150 🚌 Coach tour

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

Thematic visits



CAEN STONE

🕒 2 hrs ☆ From €150 🚶 Walking tour

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



THE RECONSTRUCTION

🕒 2hrs ☆ From €150 🚶 Walking tour

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

PRIVATE MANSIONS IN CAEN

🕒 2 hrs

★ From €150

🏠 Walking tour

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



THE SEASIDE VILLAS

🕒 2 hrs

★ From €149

🏠 Walking tour

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



SWORD BEACH, ONE OF THE D-DAY LANDING BEACHES

🕒 1 hr 30

★ From €150

🏠 Walking tour

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



THE BATTLE OF CAEN

🕒 2 hrs

★ From €150

🏠 Walking tour

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

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





THE PORT OF CAEN

🕒 2 hrs

★ From €150

🚌 Coach tour

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



THE PORT OF OUISTREHAM RIVA-BELLA

🕒 1 hr to 2 hrs

★ From €150

🚶 Walking tour

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

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



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

🕒 2 hrs

★ Free

🚶 Walking tour

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

Original visits



OUISTREHAM LIGHTHOUSE

🕒 45 min

★ from €2

🚶 Tour on foot

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

Prices:

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

THE DORMANT CEMETERIES OF CAEN

🕒 2 hrs

★ From €150

🚶 Walking tour

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



EROTICISM IN CAEN SCULPTURE

🕒 2 hrs

★ From €150

🚶 Walking tour

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



STREET ART IN CAEN

🕒 2 hrs

★ From €150

🚶 Walking tour

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

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



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

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

In Normandy



THE D-DAY BEACHES

🕒 From 4 to 8 hrs

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



PAYS D'AUGE & CÔTE FLEURIE

🕒 From 4 to 8 hrs

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



MONT SAINT-MICHEL

🕒 8 hrs

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



BAYEUX

🕒 4 hrs

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



LA SUISE NORMANDE

🕒 8 hrs

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



FALAISE

🕒 4 hrs

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

Visits with a difference



BOAT TRIP ON BOARD LA PRESQU'ILE

🕒 45 min ☆ from €9*/pers

Take a guided tour of Caen harbour and along the canal on board "la Presqu'île" and see the city from a different angle.

Maximum capacity : 20 people. From April to november.

*Group rate from 18 people



TOURIST TRAIN

🕒 45 min ☆ From €4

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

Prices:

- adults: €5.50 per person (maximum capacity 45 people)
- children (under 12): €4 per child (maximum capacity 60 people).

CALVADOS Père MAGLOIRE L'Experience

Plongez dans le Calvados...

LA PRESQU'ILE EST D'INTERET PUBLIC A S'AGIR A CONSOMMER AVEC MODERATION

ROUTE DE TROUVILLE - 14130 PONT-LEVEQUE / WWW.CALVADOS-EXPERIENCE.COM

+33 (0)2 31 64 30 31 - CONTACT@CALVADOS-EXPERIENCE.COM

SITE ET MUSÉE BATTERIE DE MERVILLE

Bien plus qu'un musée, un saut dans l'histoire !

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

Le Village Fromager

Visite Gratuite

Découvrez la fabrication du Livarot et du Pont l'Evêque AOP au cœur des ateliers fromagers

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

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

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

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

OVERLORD MUSEUM

★ OMAHA BEACH ★

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

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

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

YOUR PARTNERS FOR A SUCCESSFUL STAY



> ACCOMMODATION

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



> RESTAURANTS / CATERERS

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



> THE MUSEUMS

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

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

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



> LEISURE ACTIVITIES

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

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



> COACH OPERATORS

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



> INCOMING AGENCIES

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

TERMS AND CONDITIONS

GROUPS

Article 1: Terms and conditions

The following special clauses apply to the sale of one or several services provided by Caen la Mer-Normandy Tourist Information. By agreeing to the Sales contract, the Client agrees in full and unreservedly to these Special Clauses which, like any Terms and Conditions, are available to view either in the contract's appendix, at the Tourist Information desk or on the website: www.caenlamer-tourisme.fr

Article 2: Definition

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

Tourist Information - Caen la Mer - Normandy - Legal status: Non-profit organisation - Company register n°: 78070206400012 - APE Code: 7890Z - Atout France Membership Number: IM014170009 - Financial security: up to 30,000 € subscribed to Groupama Assurance-Crédit et Caution in Noisy le Grand.

Article 3: Short tour service

- 1/ Our prices include all related services described in the brochure.
- 2/ Our prices do not include:
 - food and drink (booking and payment are your responsibility).
 - additional services ordered after the initial booking.
 - museum admission (booking and payment are your responsibility) not stated in our offer.
 - coach transport.
 - any potential holiday taxes or administration fees (for non-EU nationals).
 - personal expenditure.

Article 4: Day trip packages

- 1/ Prices stated apply from Monday to Saturday (Sunday and bank holidays on request) based on 40 people subject to availability and changes to the VAT rate. The driver is free. These prices do not include transport or personal expenditure.
- 2/ Some sites are subject to weather conditions and tide times. Please contact us depending on your chosen date.
- 3/ Lunch includes a 3 course menu and drinks package. The selection of partner restaurant menus is sent with the quote for the required day.
- 4/ These day trip suggestions can be combined to create a bespoke schedule subject to feasibility (distance, opening times etc.).
- 5/ Group numbers must be provided at least 1 week before the group's arrival. After this time, any default will be charged.

Article 5: Rate

Our prices are stated in Euros inc. VAT and are per person or as a package. They apply until the provision of the service as per the sales contract. Tourist Information reserves the

right to pass on price increases differing to those in the brochure should there be price inflation from our external providers or a rise in VAT. As per article R211-9 in the booking terms and conditions, visitors will be informed of any changes in writing by Caen la Mer-Normandy Tourist Information before the conclusion of the contract.

Article 6: Booking

- 1/ The booking is considered firm and final on receipt of the completed and signed contract at least 30 days before the tour date.
- 2/ Group numbers must be provided upon booking and confirmed 48 hours before the tour. The invoice will charge for the total number of people confirmed 48 hours before arrival even if fewer people attend.
- 3/ Service provision is subject to the service provider's availability and weather conditions for outdoor activities.
- 4/ The contract signatory is responsible for all the service's participants.

Article 7: Payment

- 1/ Payment for the service must be made at least 7 days before the tour date. Our guides will not accept payment on-site.
- 2/ Tourist Information accepts payment by card (please provide the expiry date, card number and security code), bank transfer (please provide a copy of the bank transfer, please attach bank statement), voucher (accepted on the tour date: subject to our department's agreement upon booking) or cheque.
- 3/ Tourist Information reserves the right to refuse to honour a service for a beneficiary who has not paid for a previous order in full or with whom there is an ongoing payment dispute.
- 4/ The client is responsible for transaction and exchange rates (outside the EU).
- 5/ Any unscheduled services added to the order must be paid for on-site by the visitor.

Article 8: Meeting points & Itineraries

- 1/ The meeting point and itinerary will be stated in the sales contract. Please contact us as soon as possible should you not receive the document or lose it.
- 2/ Visitors must be present on the date and time stated on the sales contract. In the event of delay, visitors must forewarn the service provider/s whose address and phone number appear on the voucher. Without prior warning or should the visitor not be at the meeting point, after one hour we shall deem the service cancelled and you will not be liable for a refund. For guides, the service time begins at the booked time. Any delay entails a waiting time for the guide which will be charged for as service time. If the delay lasts over an hour and no forewarning has been provided, the service is cancelled. The invoice shall still be charged.
- 3/ Any trip cut short or unused services by the client due to delay or interruption shall remain due and no refund will apply. Any service alterations for personal convenience may entail extra charges.

Article 9: Alteration or cancellation

- 1/ We must be informed of any alterations or cancellations by duly justified letter or email at least 48 hours in advance.
- 2/ In the event of a significant change in group numbers,

Tourist Information reserves the right to apply a penalty of 10% based on the initial order. Tourist Information shall pass on any fees charged by third party service providers should it be charged by them.

3/ In the event of a significant alteration and should the group exceed the limit of 20 people, Tourist Information reserves the right to deem it a cancellation caused by the client and apply the cancellation terms detailed below. In all cases, a basic minimum package will be charged should the group have fewer than 20 people.

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

Any full or partial cancellation made:

- 30 days before: a flat-rate of 30€ shall be retained.
- 30-20 days before: a flat-rate of 40% of the total service amount (with a minimum of 40€) shall be retained.
- 20-8 days before: a flat-rate of 60% of the total service amount (with a minimum of 60€) shall be retained.
- 7-3 days before: a flat-rate of 85% of the total service amount (with a minimum of 80€) shall be retained.
- Less than 3 days or no show: the total service amount will be retained.

5/ In the event of a breach by a service provider during the trip or stay or should Tourist Information be unable to provide a significant amount of the services detailed in the contract accounting for a substantial percentage of the price paid by the buyer, Tourist Information shall do their utmost to replace them with equivalent services as per article R211-9 in the terms and conditions.

Article 10: Liability

1/ Caen la Mer-Normandy Tourist Information is liable as per article L211-16 of the Tourism Code stating: The professional selling a tourist package mentioned in article L211-1 is fully liable to provide all the travel services included in the contract, be they services provided by the professional or by other travel service providers, without prejudice to any rights they may have against them. However, professionals can be exonerated of all or part of their liability by providing proof that the damage is due to the visitor, a third party outside the travel service provision included in the contract and is of an unforeseeable and unavoidable nature, or exceptional and unavoidable circumstances.

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

Article 11: Damage

1/ Visitors are responsible for any damage they cause. Visitors should check they have all the insurance required for their trip or stay.

2/ Tourist Information shall not be held responsible for any forgotten, lost or damaged purchases, belongings or vehicles.

Article 12: Insurance

Caen la Mer-Normandy Tourist Information is covered by professional indemnity insurance provided by Aviva Agence Sollier in Caen.

Article 13: Personal data

Any personal data you provide to book your stay is processed by computer by Caen la Mer-Normandy Tourist Information and intended for the members and departments of Caen la Mer-Normandy Tourist Information

handling your request. Your email address will be used to send you sales proposals and a satisfaction survey. Your data will be kept for 3 years from the query date.

Under the GDPR, the client reserves the right to access, amend, rectify and delete any personal data. To exercise your right, please contact the data protection representative (DPO) at Caen la Mer-Normandy Tourist Information:

- by email: a.jonet@caenlamer-tourisme.fr
- by post (with a copy of your ID to exercise your rights) to the following address:

Office de Tourisme & des Congrès - Caen la Mer -
Normandie,
ATT: DPO
12 Place Saint-Pierre,
14000 CAEN

Article 14: Photographs

Descriptions and photographs of services detailed by Caen la Mer-Normandy Tourist Information appearing on the website or our information materials are for information purposes only and the responsibility of the service provider. Photographs appearing on the website and our information materials are for reference only. Although every effort is made for the photographs, illustrations and texts reproduced to illustrate the presented providers to give as accurate an image as possible of the services provided, variations may occur. The client cannot make any complaints due to this.

Article 15: Complaints

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

In the event of complaints, Caen la Mer-Normandy Tourist Information shall do their utmost to come to an amicable agreement to resolve the issue. Following contact with Tourist Information and failure to reach a satisfactory conclusion, the Client can contact the Tourism and Travel Mediator (MTV Médiation Tourisme Voyage - BP 80303 - 75823 Paris cedex 17) when all channels of internal solutions have been exhausted. Please find referral terms for the Tourism and Travel Mediator and useful information on the www.mtv.travel website.

In the event of disputes, the terms and conditions are subject to French jurisdiction. All disputes are subject to the competence of Caen High Court.

Article 16: Notes

1/ Tourist Information reserves the right to limit the number of participants for a promotional rate on certain products and certain dates. Once the quota is reached, the current rate in the brochure shall be applied. No refunds for the difference will be made in the event of buying the same service under non-promotional rate terms.

2/ Travel fees: please provide transport fees for departures and/or returns outside Caen La Mer:

- Up to 10 km: €5
- From 11 km to 50 km: €30
- From 51 km to 100 km: €70
- Over 100 km: €90

Tour guide's meal: if the guide doesn't eat with the group, please allow 25€ inc. VAT.



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

CAEN LA MER - NORMANDY TOURIST OFFICE AND CONVENTION BUREAU



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12 Place Saint-Pierre
14000 CAEN

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



Ouistreham Riva-Bella Information Office

Esplanade Lofi
14150 OUISTREHAM

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



CAEN LA MER

Destination Normandie

All is

THERE

www.caenlamer-tourisme.fr



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