



TERMS & CONDITIONS

RESERVATIONS AND VISITOR TOURS AT THE SAINT-LOUIS MUSEUM & WORKSHOP



ADVANCE BOOKING REQUIRED

- The combined ticket includes a self-guided museum visit, and a guided tour of the workshop floor. Advance booking is required, places subject to availability.
- Booking requests must be made via e-mail. You will receive a booking form by return, to complete and return, signed and dated.
- Once we receive your completed booking form, we will check available spaces for the date requested. We will confirm your booking by e-mail.

CONDITIONS FOR YOUR VISIT

- Visits are arranged for individuals or groups of up to 9 people. Guided tours of the workshop are offered at 11 a.m. or 2.30 p.m, Tuesday to Friday (except public holidays and during annual closure of the site).
- Tickets are valid only on the date shown and cannot be exchanged or refunded.
- Please arrive 20 minutes before the start of the tour.
- Allow 3 hours to complete your site visit.
- Portable stools are available on request, from the reception desk.
- Please let the team know if you are sensitive to noise, heights and/or heat; please also inform the team about any other special needs and access/mobility issues.
- The guided tour of the factory is not recommended for pregnant women.

Tour times	
Self-guided museum visit	Guided tours of the workshop
10 a.m.-11 a.m. or 2 p.m. to 6 p.m.	11 a.m.-12.30 p.m. Or 2.30 p.m – 4 p.m

SAFETY REGULATIONS

Visitors agree to comply with all of the following terms and conditions:

Before your visit

- Closed shoes must be worn (no sandals, flipflops, mules...).
- The workshop is open to children aged 6 and over.
- All children must be accompanied by a responsible, appropriate adult.
- Bags are not permitted inside the workshop. Lockers are available for the workshop tour and museum visit (1€ coin required – no tokens).
- Visitors are provided with individual headsets (sterilised between visits). If you are unable to use these, ear plugs will be provided.
- Animals are not allowed inside the museum or workshop.

During the guided workshop tour

- Keep to the marked itinerary, and remain with your guide and group.
- In event of a fire alarm, all visitors must follow their guide to the nearest fire exit, and then to the assembly point.
- It is strictly forbidden to:
 - Touch or handle any crystal objects, tools, or equipment.
 - Take photographs or film.
 - Smoke or vape anywhere inside the workshop or museum.
 - Run anywhere inside the workshop or museum.

Visitors who fail to comply with any of the above safety rules will be refused entry to the site and/or will be immediately accompanied off-site, with no refund of their admission fee.

TARIFS (INCL. VAT)

Tarifs Per visitor	Combined visit Museum and Workshop	Conditions Valid ID required
Full tarif	20 €	
Concessions	15 €	Children aged 6-18 Students Job seekers Disabled badge-holders
Free admission	0 €	Public-sector teachers / Culture and Tourism professionals / Press
Combined family pass	45 €	1 or 2 adults and up to 5 children under the age of 18

PAYMENT

Payment is taken on the day of your visit.

We accept the following

- Bank cards
- Cheques
- ANCV (French *chèques vacances*)
- Cash

CANCELLATIONS OR CHANGES TO YOUR BOOKING

By the visitor

- **Cancellation:** booked tours may be cancelled without penalty up to 7 days in advance. Cancellation must be notified by e-mail and will be confirmed by return, by the museum. Visits cancelled less than 7 days in advance remain payable in full.
- **Changes to your booking:** Once the date of your visit is confirmed, no additional visitors can be accepted beyond the numbers indicated in your original booking request form. Please inform us in advance if any visitor is unable to attend.
- **Late arrivals:** Please let the museum know as soon as possible if you will be arriving late. Guided workshop tours cannot be extended to accommodate late arrivals and will remain payable in full. If you arrive more than 30 minutes late, your visit will be cancelled, and full payment taken. Self-guided museum visits are unaffected.

By La Grande Place, musée du Cristal Saint-Louis

- The museum reserves the right to cancel bookings due to unavoidable/exceptional circumstances. The museum cannot be held responsible in such circumstances, and you will be offered an alternative date.

+33 (0) 3 87 06 64 70 or by e-mail at accueil.musee@saint-louis.com

VISITOR INFORMATION

- The museum is open from 10 a.m. to 1 p.m. and from 2 p.m. to 6 p.m., except Mondays.
- No cafeteria.
- Machines are available for hot and cold drinks and snacks.
- No food or drink can be taken into the museum or workshop.

ADDRESS AND CONTACTS

La Grande Place, musée Saint-Louis
Rue Coëtlosquet
57620 Saint-Louis-Lès-Bitche

For further information:

Call us on +33 (0) 3 87 06 64 70 or e-mail accueil.musee@saint-louis.com

GPS coordinates: Latitude: 48° 59' 15" Longitude: 7° 21' 19"

- Parking area opposite the museum.

FIND OUT MORE

www.saint-louis.com/fr/edito_article_musee_saintlouis