



TERMS & CONDITIONS  
RESERVATIONS AND GROUPS VISITS AT  
SAINT-LOUIS MUSEUM



ADVANCE BOOKING REQUIRED

- Self-guided museum visits must be booked in advance, 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.
- Group bookings cannot be taken for special events.

CONDITIONS FOR YOUR VISIT

- Tuesday to Sunday, 10 a.m. to 1 p.m. and 2 p.m. to 6 p.m.
- 10 people or more.
- Tickets are valid only on the date shown and cannot be exchanged or refunded.
- Allow 2 hours for your visit.
- Portable stools are available on request, from the reception desk.
- Please let the team know if you are sensitive of heights; please also inform the team about any other special needs and access/mobility issues.

## TARIFS (INCL. VAT)

Tarifs Per visitor	Self-guided museum visit	Conditions Valid ID required
Full tarif	6 €	10 people or more
Concessions	4 €	Children aged 6-18 Students Job seekers Disabled badge-holders
Free admission	0 €	Group organiser Adults accompanying school groups

## PAYMENT

Payment will be taken for the group as a whole, on the day of your visit, as indicated below, or using an exchange coupon or voucher, at the workshop reception.

## We accept the following

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

## CANCELLATIONS OR CHANGES TO YOUR BOOKING

## By the group

- **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:** special requests (eg. for visitors with special needs) and any changes to your booking must be notified to the museum team at least 7 days before your planned visit.
- **Late arrivals:** Please let the museum know as soon as possible if you will be arriving late.

## 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.

## SAFETY REGULATIONS

The group organiser must ensure that all members of the group are aware of and comply with the present terms and conditions, and safety rules. The organiser will be the museum team's sole point of the contact.

- All children must be accompanied by a responsible, appropriate adult.
- Animals are not allowed inside the museum or workshop.
- 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:
  - Smoke or vape anywhere inside the museum.
  - Run anywhere inside the museum.
  - Eat or drink in the museum galleries.

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.

## 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](mailto: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](http://www.saint-louis.com/fr/edito_article_musee_saintlouis)