



**Alençon
Tourisme**

L'émotion par excellence

Groups & Meetings 2027 Brochure



WELCOME TO OUR REGION!



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Planning a trip, a discovery day, or a seminar for your group in our region?
A dedicated team of professionals is ready to assist you !
Alençon Tourism offers you its expertise to help you enjoy unique experiences...



**Fanny DE SAINT JORES
and Dorine CHÉRON**

8 Good Reasons to trust us

- In-depth knowledge of our region
- Group satisfaction rating: 9/10
- A single, dedicated point of contact
- Quotes on request and tailor-made programmes to suit your needs
- All-inclusive packages
- Personalized advice to match your preferences
- Well-paced programmes that allow you to enjoy the schedule without feeling rushed
- High-quality partners

Alençon is the ideal destination: it offers a dynamic and refreshing setting in an affordable region, with a rich heritage and a variety of cultural activities.

**Groups and Meetings
Department**
Alençon Tourisme
+33 (0)2 33 80 66 35
groupes@visitalencon.com
www.alencontourisme.com

DESTINATION HIGHLIGHTS



A unique technique in the world, listed by UNESCO:
the lace

Alençon, a town designated as a **“Remarkable Heritage Site”**



Saint-Céneri-le-Gérei, **one of the most beautiful villages in France**

A spiritual place



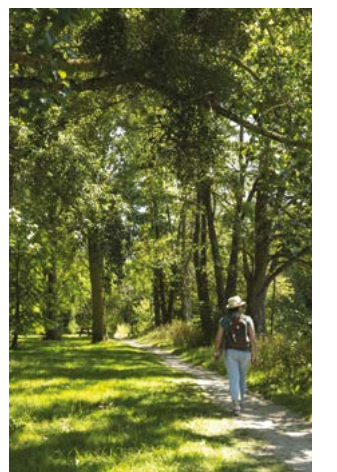
2 major cycling routes to explore

2 GR® and nearly 200 km of hiking trails



Local produce in your plate

33 hectares of parks and gardens



Recharge your batteries away from the stress of big cities

GETTING TO ALENÇON

Ideally located in the south of Normandy, between Paris and Rennes, the town of Alençon is very easy to reach, wherever you are coming from!



* Time calculated for a car journey.

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Do not litter on public roads



CAR PARKS & MAPS



Bus parking in Alençon

Top of Place du Plénitre (recommended for departures of guided tours)

Rue de Bretagne
along Place Foch
(recommended for visits
to the Museum of Fine
Arts and Lace via Rue
du Collège)

Drop-off point
Rue Jullien
(recommended for visits to the Museum of Fine Arts and the Lace Museum via Cour François Bouilhac)



Bus parking in Saint-Céneri-le-Gérei

It is best to arrive via Moulins-le-Carbonnel.
Drop the group off in front of the restaurant L'Auberge des Peintres, then park in the designated area.

If you are arriving via the Alençon road, you can make a U-turn at the exit of the village towards Moulins-le-Carbonnel.

OUR GUIDED TOURS



Discovering Alençon



Founded on the right bank of the Sarthe River, Alençon, the former City of Dukes, became famous for its unique craftsmanship: Alençon needle point lace.

Explore the town centre and its historic monuments, each full of stories and anecdotes: Maison d'Ozé, the Basilica of Notre-Dame, the medieval Saint-Léonard district, the Halle au Blé, the Château des Ducs, and its famous ghost of "la Dame Blanche".



Saint-Céneri-le-Gérei, one of the Most Beautiful Villages in France



Saint-Céneri-le-Gérei is a small, picturesque village, listed among Les Plus Beaux Villages de France® since 1983. Discover the origins of its name and the fascinating mysteries of its history, then let yourself be captivated by the story of the Moisy sisters' inn and its famous "Hall of the Decapitated," which inspired 19th-century painters. Here, men and women have left an indelible mark on the soul of the village.



Guided tours: 1.5 hours / Monday to Saturday package from €160 / Sunday €210 / Public holidays €230
Based on 30 paying visitors / Valid all year round

Short on time? Opt for our short 40-minute tours: The Château des Ducs or Notre-Dame Basilica /
Group package: from €60

DISCOVERING THE GEMS OF THE REGION



Le musée des Beaux-Arts et de la Dentelle

Crowned the "lace of queens and queen of laces" at the 1851 World Fair, Alençon needle point lace is a unique craft and listed as part of UNESCO's Intangible Cultural Heritage of Humanity.

Explore the Museum of Fine Arts and Lace, much of which is dedicated to this art, showcasing four centuries of needlework evolution through a modern and playful exhibition. Ten steps are required to make Alençon lace, taking 7-15 hours for a piece the size of a postage stamp.

Groups may have the rare opportunity to see one of the ten lace-makers from the National Workshop in action, demonstrating the different stages. Time permitting, you can also visit the Fine Arts section (15th-20th century) or admire the incredible collection of Cambodian objects belonging to Adhémar Leclère, a former colonial administrator.

Guided tour: 1.5 hours / €6 / €5, over 60s / Free, under 26s

Based on 20 paying visitors

Valid all year round except Mondays.



The bicycle museum "La Belle Échappée"

Just 15 minutes from Alençon in Villeneuve-en-Perseigne, this museum tells the story of cycling and competitive racing since 1817. Relive the atmosphere of the national race and its caravan, and dive into the memories of one of France's most passionate collectors, Ivan Bonduelle.

Guided tour: 1 hour / €5 / Based on 20 paying visitors

Open from April to September



Les jardins de la Mansonière

A short walk from Saint-Céneri-le-Gérei, one of France's Most Beautiful Villages, the Mansonière Gardens offer an atmospheric experience through nine enclosed gardens: a rose garden with heritage varieties, a lunar garden, a peaceful Asian garden, a scented garden, a patio, and a neo-Gothic vegetable garden.

Guided tour: 2 hours / €8

Maximum 50 people per slot.

Valid from April to September.

DAY TRIPS



Destination Alençon

The Lace Capital: since Colbert established the Royal Manufactory in 1655, Alençon has been developing the unique expertise of Alençon needle point lace, listed as part of UNESCO's Intangible Cultural Heritage of Humanity. Discover this one-of-a-kind craft through the Museum of Fine Arts and Lace's engaging exhibitions and watch our skilled lace-makers in action. End the day with a guided tour of the town, classified as a Remarkable Heritage Site.

1 day / From €54
Based on 25 paying guests

PROGRAM - ALENÇON

10.00 am Guided tour of the Museum of Fine Arts and Lace
12.00 pm Lunch in a restaurant in Alençon
2.00 pm Guided tour of the town
Option: guided tour in the morning / lunch + cabaret show in the afternoon (see page 9) / From €92

Destination Saint-Céneri-le-Gérei

Set in a lush, hilly landscape, explore the enchanting Alpes Mancelles region, just 15 minutes from Alençon. Step back in time through the myths and legends surrounding this small village, listed among Les Plus Beaux Villages de France® since 1983, and listen to stories of the 19th-century painters who were captivated by its charm. Complete the day with peace and serenity as you stroll through nine enclosed gardens: a rose garden with heritage varieties, a lunar garden, an Asian garden, a scented garden, a patio, and a neo-Gothic vegetable garden.

1 day / From €50
Based on 25 paying guests

PROGRAM - SAINT-CÉNERI-LE-GÉREI

10.00 am Guided tour of the village
12.00 pm Lunch in a restaurant in the village or nearby
2.00 pm Visit of Les jardins de la Mansonière



DAY TRIPS



Through the centuries in Carrouges

Seven centuries of history... In the 14th century, Carrouges was a stronghold during the Hundred Years' War. It became a seigneurial residence in the 15th century, then in the 16th century a gatehouse was added, considered the first example of Renaissance architecture in Normandy. Fortified again during the Wars of Religion, it has maintained its prestige as a stately home to this day. And as the cherry on top, don't miss the 17th-century state apartment, comprising four rooms that astonish with their luxury and splendor, blending Baroque flair and classicism.

Guided tour: 1.30 hour / From €12* /
Between 8 and 15 people: flat rate of €180
Monday to Friday
Valid all year round

**Subject to change*

A tale of stones and threads



Start your day with a guided tour of the Museum of Fine Arts and Lace and discover the secrets of Alençon lace through a demonstration by one of the ten lace-makers who have mastered this unique UNESCO-listed craft.

Then head to Carrouges to visit its imposing 14th-century castle, fully furnished. Originally a stronghold during the Hundred Years' War, it later became a stately home enriched with a 16th-century gatehouse, the first example of Renaissance architecture in Normandy.

Enjoy a meal fit for the greatest lords in the former guard room or the old castle bakery – an immersive experience guaranteed!

Finish the day with a guided visit and tasting at the Desfrièches cider farm with Hughes and Corinne, the owners, who will reveal the secrets of making fine cider and pommeau, with a tasting session to conclude the tour.

1 day / From €59
Based on 25 paying guests
Valid all year round / Monday to Friday

PROGRAM

10.00 am Visit to the Museum of Fine Arts and Lace
12.00 pm Lunch at Carrouges Castle at "La Table des Seigneurs"
2.30 pm Guided tour of Carrouges Castle
4.30 pm Guided visit and tasting at the cider farm

STAYS



Alençon and the Alpes Mancelles

1-DAY PROGRAM

Immerse yourself in the history of the capital of the Orne while discovering one of the gems of the Alpes Mancelles. Explore the treasures of Alençon needle lace, enjoy a delicious lunch in a local restaurant, then be charmed by the picturesque beauty of Saint-Céneri-le-Gérei. End the day on a relaxing note with a visit to the Mansonnière Gardens, accompanied by a delightful afternoon tea.

1 day / From €64
Based on 25 paying guests
Available from March to October

10.00 am Guided tour of the Museum of Fine Arts and Lace
12.00 pm Lunch in a restaurant in Alençon
2.00 pm Guided tour of Saint-Céneri-le-Gérei
4.00 pm Norman afternoon tea



2-DAY PROGRAM

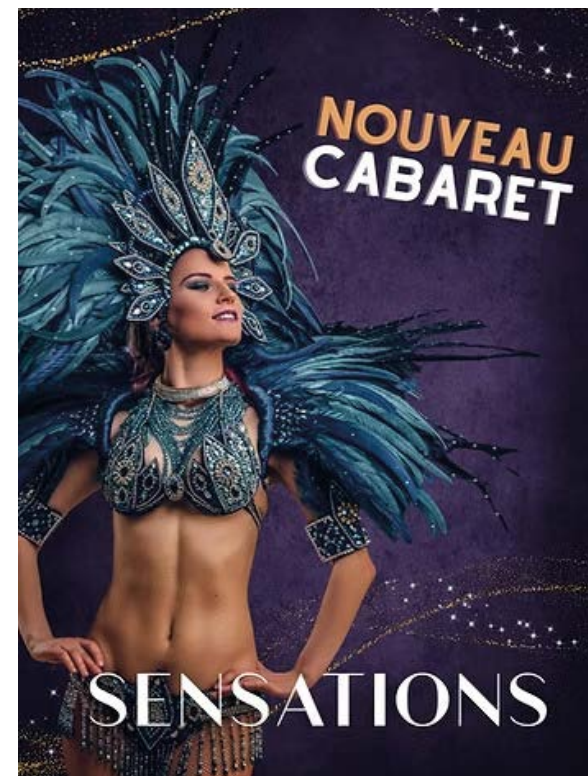
Follow your guide through Alençon and listen to the stories that shaped the town, then discover the secrets behind the production of pommeau, cider and perry. The next day, admire the famous Alençon needle lace during a unique demonstration and end your stay with a walk through the beautiful Alpes Mancelles to the village of Saint-Céneri-le-Gérei.

2 days / From €220 per person in a 3-star hotel
(Tourist tax not included).
Please contact us for 2-star hotels rates.
Based on 25 paying participants in double rooms
Single supplement: €70 in a 3-star hotel
Valid all year round.

Day 1
10.00 am Discovery tour of Alençon
12.00 pm Lunch in a restaurant in Alençon
2.00 pm Guided tour of Carrouges Castle
4.00 pm Visit to the Desfrièches cider farm
7.00 pm Dinner and overnight stay in a 3-star hotel in Alençon

Day 2
10.00 am Visit to the Museum of Fine Arts and Lace
12.00 pm Lunch
2.00 pm Guided tour of Saint-Céneri-le-Gérei

LEISURE



NEW! Strass Palace, the new cabaret

Strass Palace welcomes you to a world where where gastronomy and entertainment come together. Depending on the package chosen, enjoy lunch or dinner before discovering the "Sensations" revue, a colourful show featuring dance, singing, visual acts, feathers, sequins and French Cancan. To extend the experience, the cabaret also hosts café-theatre evenings every Friday. A fun and festive outing, ideal for groups looking for an entertaining experience.

From €65 / 20 to 180 people /
Private hire available from 60 people
Thursday to Sunday / September to June / 12pm-5pm



NEW! A Day in Horse Country

Between living heritage and Norman flavours, enjoy a day combining equestrian discovery with local gastronomy. At the heart of the famous "Versailles of the Horse", the Haras National du Pin opens its doors for an immersive experience in the world of horses, where history, tradition and live entertainment come together. The day continues with a gourmet stop at Fromagerie Graindorge, the only cheese producer in Normandy offering tastings of the region's four iconic PDO cheeses (Protected Designation of Origin): Camembert, Livarot, Pont-l'Évêque and Neufchâtel, accompanied by a glass of cider in a private space reserved for your group.

From €99 / Based on 25 people

PROGRAM

10 am Self-guided visit of Graindorge and tasting of the 4 Norman cheeses and cider in a private area
12.30 pm Lunch at the Haras du Pin
2 pm Guided tour of the Haras du Pin and equestrian show
5 pm Guided tour of Alençon
6.30 pm End of the day



IN THE FOOTSTEPS OF THE SAINTS



Guided tour of the birthplace of Saint Thérèse

The birthplace of Saint Thérèse is an essential stop for discovering the intimate life of an extraordinary family with a remarkable destiny. The museum presentation prepares visitors for a meaningful encounter with the Martin family. A film created from family correspondence recounts daily life in this 19th-century family. The chapel, decorated with sculptures and frescoes, is dedicated to Saint Thérèse and allows visitors to discover her birth room. Adapted tours available upon request.

Guided tour: 1.30 hour / Based on 30 paying participants
Suggested donation on site: €4.20

Closed in January and on Mondays from September to June.



In the footsteps of the three saints

Discover the story of an ordinary family with an extraordinary destiny: the Martin family, and their youngest daughter who would later become Saint Thérèse. Her parents, canonised in 2015, fell in love one day in 1858. This marked the beginning of a life together during which they raised their five daughters with a strong sense of humanity and spiritual growth, guided by a simple motto: "God first served." You will begin with a visit to the Museum of Fine Arts and Lace to discover the UNESCO-listed Alençon lace-making technique, a craft mastered by Zélie Martin, Thérèse's mother. You will then visit the birthplace of Saint Thérèse, where the family lived before moving to Lisieux after Zélie's death. The tour concludes with a visit to Notre-Dame Basilica, where the couple were married and where Thérèse was baptised a few years later.

Full day / From €49.50
Based on 25 paying participants
Suggested donation €4.20 at the birthplace
(payable on site)

PROGRAM

10.00 am Visit to the Museum of Fine Arts and Lace
12.00 am Lunch in a restaurant in Alençon
2.00 pm Visit of the birthplace of Saint Thérèse
3.45 pm Guided tour of Notre-Dame Basilica (40 min.)

OTHER PLACES OF PILGRIMAGE FOR THE MARTIN FAMILY

Foster home in Sémallé Sanctuary in Alençon
+33 (0)2 33 26 09 87

Lisieux Tourist Office 11, rue d'Alençon +33 (0)2 31 48 18 10



SHRINES IN NORMANDY



Alençon, Lisieux and Mont Saint-Michel !



Discover these cultural towns through a lush route, steeped in spirituality and fascinating stories. Meet unique local artisans and enjoy a rich, flavorful local cuisine.

4 days / From €670 / Based on 20 paying participants
(Excluding tourist tax)

PROGRAM DAY 1

12.30 pm Lunch at a restaurant in Alençon (Drinks and coffee included)
2.30 pm Guided tour of the Museum of Fine Arts and the Lace Museum with a demonstration by a lace maker (1h30)
4.15 pm Guided tour of the Basilica of Notre-Dame (30 min.)
5.00 pm Visit to the Birthplace of Saint Thérèse (1h30)
6.30 pm Mass
8.00 pm Dinner at a restaurant in Alençon / Overnight stay in a double room at a hotel



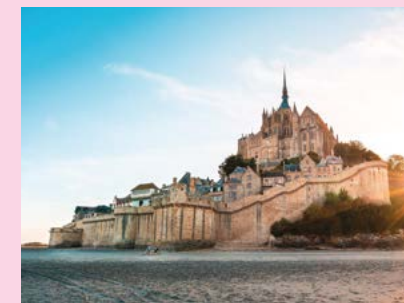
PROGRAM DAY 2

Breakfast
8.30 am Departure from Alençon
9.00 am Visit to a cider farm (1h)
10.30 am Departure for Lisieux
11.00 am Visit to the Graindorge cheese village in Livarot (1h)
1.00 pm Lunch at a restaurant in Lisieux (Drinks and coffee included)
3.30-6.30 pm Visit of sites linked to Saint Thérèse: Les Buissonnets, Carmel chapel and museum, Saint-Pierre Cathedral, and Basilica (2h45)
7.00 pm Dinner half-board (Drinks and coffee included) / Overnight stay in a double room at the hotel



PROGRAM DAY 3

Breakfast
8.00 am Mass at the Carmel Chapel
9.30 am Exclusive visit to the Écajeul Stud Farm at Mesnil Mauger with a snack and homemade pastry
10.45 am Departure for Avranches
1.00 pm Lunch in Avranches (Drinks and coffee included)
2.45 pm Visit of the Scriptorial Museum of Mont Saint-Michel manuscripts and the treasure of Saint-Gervais Basilica (2h30)
5.30 pm Departure for Mont Saint-Michel
6.45 Arrival at Mont Saint-Michel – Free time
8.00 pm Dinner half-board / Overnight stay in a double room at the hotel



PROGRAM DAY 4

Breakfast
9.00 am Guided tour of Mont Saint-Michel and the village (3h)
12.30 pm Lunch at La Mère Poulard inn – Omelette menu
2.30 pm End of services
Optional: crossing the bay on foot with a guide



LOCAL PRODUCTS & GASTRONOMY



Visit a cider farm

In Sainte-Marguerite-de-Carrouges, a beautifully renovated 17th-century farm, the owners welcome you to their estate. You will have the opportunity to explore the orchards, the cider press, the fermentation vats, the aging cellars for pommeau and calvados, as well as historic cooperage and arboriculture tools. A tasting will be offered at the end of the visit.

Guided tours: 1.30 hours / €6
Maximum 60 people per time slot
Valid all year round



Visit the Glatigny chocolate factory

Indulging your sweet tooth is not a sin! Discover the Glatigny chocolate factory and learn the secrets of traditional artisan chocolate-making using pure cocoa butter and high-quality ingredients. A tasting and a glass of cider will be offered at the end of the visit.

Guided tours: 1.30 hours / From €4,40
Based on 18 paying participants
Available Monday to Friday



Order your souvenir hamper

Would you like to take home some lovely souvenirs from your stay? Looking for gift ideas to delight your loved ones? Alençon Tourisme has created themed hampers especially for these occasions, featuring a selection of Norman local products, including some from local producers and artisans.

Hampers from 5,90€*

*Available by reservation, subject to availability and depending on the time of year.

ALENÇON BUSINESS EVENTS



Business and seminars

Ideally located at the crossroads of Île-de-France, Normandy, and Pays de la Loire, the city of Alençon is easily accessible from anywhere. Offering a refreshing and dynamic setting along with a rich heritage and forward-looking industries such as plastics manufacturing, Alençon is the perfect destination for your professional meetings and seminars.

Alençon will charm you with its facilities, such as the former Halle aux Toiles, located in the city center and fully renovated, which can host events from 15 to 500 people, or the Anova Exhibition Center, fully adaptable for trade shows and corporate evenings.

Turnkey solutions are available for your seminars! For conferences, team-building sessions, workshops, or corporate evenings, the Alençon Business Events team offers its project management expertise to provide a range of tailored solutions, making your events a unique experience.

Contact the team for personalized quotes:
alenconbusinessevents@visitalencon.com / +33 (0)2 33 80 66 35

Seminar day for your small groups

Morning

Work session in the city center. A workspace designed and arranged like a home, with all the conditions in place to work comfortably, as if you were at home.

Midday

Lunch at a restaurant just steps away from the workspace.

Afternoon

A 3-hour workshop with master chocolatier Olivier Viel, a double award-winning artisan committed to ethical practices. You will learn to make chocolate candies using beans carefully selected by Olivier himself. Discover the secrets of a delicious, creative experience that will enrich your teamwork in a tasty and unforgettable way.

Optional: various leisure activities are available in the afternoon.

From €70 per person / Based on 12 participants



ALENÇON BUSINESS EVENTS

À la Carte Options for Your Team-Building Activities! (Non-Exhaustive)



RustiK

At the RustiK fantasy immersion park, a team-building experience promises an extraordinary adventure! Surrounded by natural scenery and fantastical creatures, your team members participate in interactive challenges and stimulating puzzles. Guided by passionate actors, they must solve creative tasks that encourage collaboration, communication, and leadership. This unique setting fosters strong relationships and the exploration of new perspectives, strengthening team spirit in a memorable and inspiring way.

Quest: 4h / From €37,50 per person
Optional: 8h quest with lunch included / €75 per person

Based on 20 participants

Dates depend on opening slots. For groups over 50, private booking is possible.



Le Petit Chocolatier

The workshop led by master chocolatier Olivier Viel offers a delightful immersion into the art of chocolate. Participants discover the secrets of "bean-to-bar" chocolate-making, as Olivier selects and processes his own cocoa beans. In addition to creating personalized chocolate candies, this engaging experience strengthens team cohesion through collaborative challenges and shared tastings, promoting interactive and memorable learning. Participants leave with a box of chocolates to enjoy at home!

Workshop: 3h / maximum 14 participants / €60 per person
Available Monday to Friday



Les Imaginariums

Escape Game, Murder Party, or Karaoke? Dive into a unique experience with activities offered by Les Imaginariums, perfect for your seminars and team-building sessions. In an immersive universe where composure and cooperation are essential, you and your team will have 1 hour to solve puzzles and triumph in thrilling challenges. A private karaoke room and a 35 m² meeting room are also available.

Pricing: on request

ALENÇON BUSINESS EVENTS



Tree-Top Adventure, Kayaking, and other outdoor activities!

Outdoor activities in the Alpes Mancelles: canoeing and kayaking, tree-top adventure courses, orienteering, climbing, archery... Your group will have plenty of options in a lush natural setting where fun and good spirits are guaranteed!

From €12
Based on 20 paying participants
Available from April to September

Guided Tours of Alençon

For a cultural activity that explores local heritage, don't forget our guided tours of Alençon! (See page 4) **Guided tours: 1.30 hours / Monday to Saturday from €160 / Sunday – €210 / Public holidays – €230**
Based on 30 paying participants / Available all year round

Looking to thank your team and leave a lasting impression?

At the end of your seminar or study day, give your colleagues a souvenir to take home: a simple yet thoughtful gesture to round off their experience! **Souvenir hampers from €5.90 (see page 14).**

TESTIMONIALS



SIFCO

"The tourist office team is responsive, friendly, full of ideas and efficient. Working with them was a real pleasure, and the result was perfect!"

SIFCO - French Association of Animal By-Product Industries



Genes diffusion

"Alençon Tourisme assisted us in June 2025 in welcoming a group of 120 people traveling from the Hauts-de-France region. Our clients were delighted with the program that was offered to them, and we appreciated the convenience of the pre-arranged service. This saved us from having to deal directly with each operator involved. In short, a professional service by a professional team, to be used without hesitation."



Prévoir assurance

"We would like to sincerely thank the team for the excellent seminar that was organized for our department in Alençon. They were able to suggest venues, activities, and restaurants that perfectly met our expectations. The hotel, the restaurants, the meeting room, the guided tours, and the chocolate activity all contributed to the success of this important event for our department, and to everyone's satisfaction."

RESTAURANTS PARTNERS



Chez Fano

22, rue Saint-Blaise
61000 Alençon
80 place settings



La Réserve by Fano

3, Place Auguste Poulet-Malassis
61000 Alençon
35 place settings



Le Haut Ministère

10, rue Saint-Blaise
61000 Alençon
70 place settings



La Suite

19, place Poulet-Malassis
61000 Alençon
80 place settings
Room available for private hire



La Lentillère

Lieu-dit La Lentillère
N12 - 61320 Lalacelle
60 place settings



L'Auberge Normande

Le Pont du Londeau
61250 Valfrembert
120 place settings



La Maison du Gasseau

Domaine du Gasseau
72130 Saint-Léonard-des-Bois
45 place settings



La Taverne Giroise

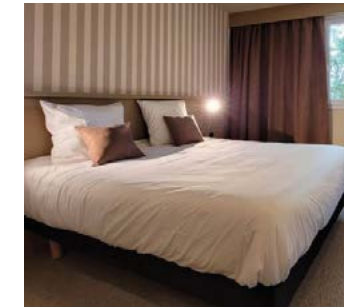
Le Bourg
61250 Saint-Céneri-le-Gérei
34 place settings

ACCOMMODATION PROVIDERS AND SEMINAR ROOMS PARTNERS



Hôtel des Ducs

50, avenue du Président Wilson
61000 Alençon
28 rooms



Brit Hôtel Alençon

187, av. du Général Leclerc
61000 Alençon
56 rooms
2 meeting rooms



Ibis***

13, place Poulet-Malassis
61000 Alençon
52 rooms



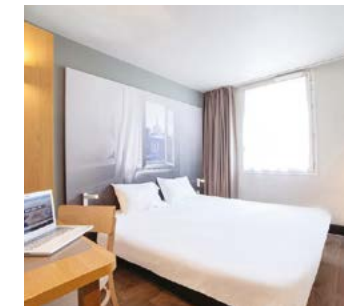
Château de Saint-Paterne****

Rue de la Gaieté
72610 Saint-Paterne
11 rooms
1 meeting rooms



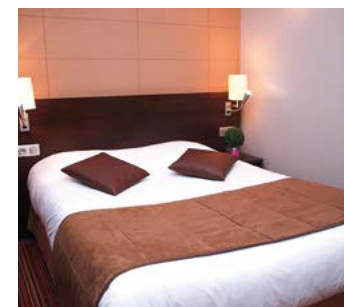
Campanile***

ZAT du Londeau
61000 Cerisé
41 rooms
1 meeting rooms



B&B**

Rue François Arago
61000 Alençon
60 rooms



In Design**

Rue de Gatel
61250 Valfrembert
45 rooms



Université du domicile

60, rue Saint-Blaise
61000 Alençon
Capacity: 20 people



Le château des Requêtes

Les Requêtes
61250 Valfrembert
Capacity: 250 people



Domaine de la Touche

La Touche 61420
Saint-Denis-sur-Sarthon
Capacity: 53 beds,
150-250 people:
reception venue

Sample menu for your groups

- Appétiser
- Warm goat's cheese salad or homemade terrine
- Fish of the day or Dauphiné ravioli or butcher's selection
- Crème brûlée or apple pie
- Wine and coffee

TERMS AND CONDITIONS

Standard Information Form for Package Travel Contracts Purchased Online and/or from the Tourist Office

The combination of travel services offered to you constitutes a package within the meaning of Directive (EU) 2015/2302 and Article L.211-2 II of the French Tourism Code. You will therefore benefit from all rights granted by the European Union applicable to packages, as transposed into French law. Alençon Tourisme shall be fully responsible for the proper performance of the package as a whole. Furthermore, as required by law, Alençon Tourisme has protection in place to reimburse your payments and, if transport is included in the package, to ensure your repatriation in the event of insolvency. Essential rights under Directive (EU) 2015/2302 as transposed into French law: Travelers will receive all essential information about the package before concluding the package travel contract. Both the organizer and the retailer are responsible for the proper performance of all travel services included in the contract. Travelers may transfer their package to another person, provided reasonable notice is given and any applicable additional fees are paid. The package price may only be increased if specific costs rise and if this possibility is explicitly provided for in the contract, and in any case cannot be modified less than twenty days before the start of the package. If the price increase exceeds 8% of the package price, the traveler may terminate the contract. If the organizer reserves the right to increase the price, the traveler is entitled to a price reduction if corresponding costs decrease. Travelers may terminate the contract without paying termination fees and be fully reimbursed for payments made if one of the essential elements of the package, other than the price, undergoes a significant change. If, prior to the start of the package, the responsible professional cancels it, travelers are entitled to reimbursement and compensation, if applicable. Travelers may terminate the contract without paying termination fees before the start of the package in the event of exceptional circumstances, e.g., serious safety issues at the destination that may affect the package. Furthermore, travelers may, at any time before the start of the package, terminate the contract upon payment of appropriate and justified termination fees. If, after the start of the package, important elements cannot be provided as planned, alternative suitable services must be offered to travelers at no additional cost. Travelers may terminate the contract without paying termination fees when services are not provided as agreed, significantly disrupting the execution of the package, and the organizer does not remedy the situation. Travelers are also entitled to a price reduction and/or compensation in case of non-performance or poor performance of travel services. The organizer or retailer must provide assistance if the traveler is in difficulty. If the organizer or retailer becomes insolvent, payments made will be reimbursed. If the organizer or retailer becomes insolvent after the start of the package and transport is included, travelers' repatriation is guaranteed. Alençon Tourisme has taken out insolvency protection with APST. Travelers may contact this organization at APST, 15 avenue Carnot, 75017 PARIS; +33 1 44 09 25 35; info@apst.travel if services are denied due to Alençon Tourisme's insolvency. Directive (EU) 2015/2302 as transposed into national law can be consulted at: www.legifrance.gouv.fr

Standard Information Form for Travel Services Contracts

If you purchase this travel service, you will benefit from the rights granted by the Tourism Code. Alençon Tourisme will be responsible for the proper performance of the travel service. Furthermore, as required by law, the Tourist Office has protection in place to reimburse your payments in the event of insolvency. Essential rights under the Tourism Code: Travelers will receive all essential information about the travel service before concluding the contract. The service provider and retailer are responsible for proper performance. Travelers may transfer the service to another person, with reasonable notice and possibly additional fees. The service price may only be increased if specific costs rise and if explicitly provided in the contract, and cannot be modified less

than twenty days before the start of the service. If the price increase exceeds 8%, the traveler may terminate the contract. Travelers may terminate the contract without paying fees and be reimbursed if any essential element, other than price, changes significantly. If the service is canceled before it starts, travelers may obtain reimbursement and compensation. Travelers may terminate without fees in exceptional circumstances affecting safety. After the start, if key elements cannot be provided, alternatives must be offered at no extra cost. Travelers may terminate without fees when services are not provided according to the contract, and the provider does not resolve the issue. Travelers are entitled to price reductions or compensation in case of non-performance. Providers must assist travelers in difficulty. Insolvency protection is provided via APST; contact: APST, 15 avenue Carnot, 75017 PARIS; +33 1 44 09 25 35; info@apst.travel. www.legifrance.gouv.fr

Standard Information Form for Linked Travel Services

In accordance with Article L. 211-2 III 1° of the French Tourism Code, when contracts are concluded in the simultaneous presence of the professional (other than a carrier selling a round-trip ticket) and the traveler: If, after selecting and paying for a travel service, you book additional travel services through Alençon Tourisme, you will not benefit from the rights applicable to packages under Directive (EU) 2015/2302 and Article L.211-2 of the Tourism Code. However, if additional travel services are booked during the same visit or contact with Alençon Tourisme, these services will be considered linked travel services. In this case, Alençon Tourisme has, as required by EU law, protection to reimburse any payments made for services that were not provided due to insolvency. Alençon Tourisme has taken out insolvency protection with APST. Travelers may contact APST at: 15 avenue Carnot, 75017 PARIS; +33 1 44 09 25 35; info@apst.travel, if services are refused due to Alençon Tourisme's insolvency. Note: This insolvency protection does not apply to contracts concluded with parties other than Alençon Tourisme that may be performed even in the event of Alençon Tourisme's insolvency. Directive (EU) 2015/2302 as transposed into national law can be consulted at: <https://www.legifrance.gouv.fr>

SPECIAL TERMS OF SALE (ARTICLE R211-4 OF THE TOURISM CODE)

1. Seller Identification

Alençon Tourisme, Public Industrial and Commercial Establishment, Maison d'Ozé, Place de la Magdeleine, 61000 Alençon
Siret No.: 818 145 963 00018
Phone: +33 2 33 80 66 33
Email: contact@visitalencon.com
Represented by Monsieur Richard MARQUET – President
Travel operator registration: IM 061160001
Financial guarantor:
APST, 15 avenue Carnot 75017 PARIS
Professional liability insurer: Generali (Corporate Damage Segment) – 75456 Paris Cedex 09
Alençon Tourisme Receptive Service:
+33 2 33 80 66 35, reservations@visitalencon.com

2. Scope of Application

These Special Terms of Sale (STS) apply to all services sold by the Tourist Office and exclude any other conditions. They cancel and replace all previous versions of these special terms of sale. By making a reservation, the client acknowledges having read and accepted these STS. Any reservation implies full and unconditional acceptance of these STS. In accordance with Article L.211-9 of the French Tourism Code, the Tourist Office reserves the right to modify information regarding its services, in which case such information will be communicated in writing to the concerned parties before the contract is concluded.

3. Reservation of Services (accommodation, tours, stays, packages)

Reservations are recorded with the Reception Service:
By phone: +33 (0)2 33 80 66 35
By email: reservations@visitalencon.com

4. Payments

Reservations for other package or non-package trips are considered firm when a deposit is paid (for stand-alone services, full payment is due upon signature), and a signed copy of the quotation and terms of sale has been returned to the reception service before the deadline indicated on the quotation.

Failure to pay a deposit by the agreed date or to return the signed quotation with STS results in the order being considered cancelled.

For public authorities honoring their commitments by administrative mandate, receipt of a purchase order binding the client to the terms of the contract constitutes a firm reservation.

The client must provide a nominal list of participants.

- Individual clients (1 to 9 people) must pay the balance of the services at least 15 days before the start of the stay.

- Group clients (10 people or more) must pay the balance no later than 1 month before the start of the stay and at most 1 month after receipt of the invoice from the reception service.

For late reservations (less than thirty days before the start of the service), the total price is due at the time of booking.

5. Reservation and Delivery of Documents

Products are offered subject to availability. In case of unavailability during processing, the client will be informed.

All confirmations are followed by the sending of a voucher by email, indicating the date of service, services included, price, and location. Vouchers must be presented to providers upon the client's arrival and will be accompanied by tickets if booked.

Some tickets may be sent via La Poste to the delivery address indicated at the time of order. The Tourist Office cannot be held responsible for lost or damaged tickets during shipment.

6. Prices

Prices are indicated in euros, all taxes included. Tourist tax is payable:

- For groups: to our services at the time of booking
- For individuals: to providers in accordance with conditions set by the Alençon Urban Community
Amounts available at:
<https://taxe.3doouest.com/alencon.php>
Prices do not include personal expenses.

7. Cancellation Insurance

Clients remain responsible for compliance with applicable laws (public health and safety, traffic laws, etc.) and for any damages caused. Clients are advised to verify whether their personal insurance includes "holiday" coverage.

All cancellations must be notified in writing by email to: reservations@visitalencon.com

For package or non-package trips, clients are free to subscribe to insurance covering the consequences of cancellations for certain reasons.

8. Minors

When unaccompanied minors travel under a tourist services contract including accommodation, the responsible adult must provide contact information allowing direct communication with the minor or responsible adult at the stay location.

9. Animals

Acceptance of animals is subject to provider approval and must be specified in the contract. Non-compliance allows the provider to refuse the client, without any refund.

10. Traveler Assistance

The Tourist Office is responsible for proper execution of contracted services. If the client encounters difficulties, the Tourist Office will provide appropriate assistance as soon as possible.

11. Accessibility

Despite efforts, some services are not accessible to persons with reduced mobility. Not all establishments offering overnight stays are accessible, except public-access facilities. Most sports and leisure activities are subject to natural or material constraints (rivers, outdoor activities, cycling, kayaking, etc.) and are generally not accessible to persons with disabilities, pregnant women, or children. Some activities require regulatory conditions (swimming ability, age, physical condition, height, etc.) and specific equipment.

12. Withdrawal

The 14-day right of withdrawal does not apply to accommodation, transport, catering, or ticketing services provided on a fixed date or period under Article L.121-20-4 of the Consumer Code.

13. Modification of Reservations

All reservation modifications must be communicated by email to: reservations@visitalencon.com. Modifications require Tourist Office approval and may involve additional fees. The client cannot modify the itinerary without prior approval. Additional costs are borne entirely by the client.

Participant numbers may only be modified **15 days** prior for stays without accommodation, and **30 days** prior for stays with accommodation. After this period, the client must pay the full contract amount. Additional registrations increase the invoice. The Tourist Office may revise or cancel the contract if participant numbers change.

14. Cancellation

1 – By the client

The client may cancel the contract at any time before the service starts by notifying Alençon Tourisme by email or mail at least 48 hours before service.

Cancellation fees:

- More than 30 days before service: no penalty, deposit refunded (excluding processing fees).
- Between 30 and 21 days: 30% of the service price retained
- Between 20 and 8 days: 50% retained
- Between 7 and 3 days: 80% retained
- Less than 3 days: 100% retained

2 – By Alençon Tourisme

Alençon Tourisme may cancel at any time before service, with full refund of amounts paid minus resolution costs. Refund occurs within 30 days of cancellation.

No additional compensation is due if cancellation occurs due to:

a) Insufficient participants (notification sent according to schedule: >6 days = 20 days prior, 2–6 days = 7 days prior, ≤2 days = 48 hours prior)
b) Exceptional and unavoidable circumstances (act of public authority, hostilities, war, natural disaster, fire, flood, etc.)

15. Delays / Schedule Overruns

The program is set for specific days and times, which must be respected. The client must notify providers directly in case of delays. Services not performed due to the client remain payable in full. Visits will end at the scheduled time.

16. Force majeure

Obligations are suspended or inapplicable if impossible due to force majeure (public authority acts, hostilities, natural disasters, etc.). Parties must inform each other promptly and make efforts to mitigate the effects. The client is not entitled to compensation in such cases.

17. Transfer of Contract

Clients transferring a contract must notify Alençon Tourisme by registered mail at least 60 days prior, providing transferee details and proof of eligibility. Transfer-related costs may apply.

18. Photographs

Photos on publications and www.alencontourisme.com are for illustration only and are non-contractual.

19. Intellectual Property

Any reproduction of texts, comments, illustrations, or images for non-private use is strictly prohibited under French intellectual property law and international conventions.

20. Data Protection

Alençon Tourisme collects personal data (name, contact details, height/weight if relevant) for contractual purposes only. Refusal may impede service execution. Data are used exclusively for contract management and customer relations. Clients have rights of access, rectification, and objection under French law (Law n°78-17 of 6 Jan 1978).

21. Contract Language

The contract is drafted in French. In case of translation, the French text prevails.

22. Dispute Resolution

These terms are governed by French law. Complaints must be sent by email or registered letter within 7 days of service completion. If unresolved, clients may contact a Tourism and Travel Mediator. Online disputes may use EU ODR platform. Competent court: Alençon Commercial Court (61).

OPTIONAL CANCELLATION INSURANCE: 4% OF THE PACKAGE PRICE INCLUDING ACCOMMODATION.



**Alençon
Tourisme**
L'émotion par excellence

TOURIST INFORMATION CENTER IN ALENÇON

(Open all year long)

Reception of the public : 38, rue aux Sieurs

Head office : Maison d'Ozé, Place de la Magdeleine

+33 (0)2 33 80 66 33

contact@visitalencon.com

www.alencontourisme.com

TOURIST INFORMATION CENTER IN SAINT-CÉNERI-LE-GÉREI

(Open from April to September)

Auberge des sœurs Moisy
61250 Saint-Céneri-le-Gérei

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