



FAQs for Tourism Professionals – Summer 2017

These FAQs aim to help tourism professionals answer questions from their customers about the current state of French tourism. France was still the world's number-one tourist destination in 2016 (EVE foreign visitor survey estimates¹) with nearly 83 million visitors last year. French authorities are going to pursue their efforts to facilitate and ensure the accommodation, travels, visits and safety of tourists. All the measures have been designed to improve visitors' tourism experience and ensure their safety. The year 2017 has had a positive start and a visitor peak of + 10% was recorded in Paris in the first two months, mainly due to sharp increases in the number of Japanese, Indian, Chinese and US visitors. Sporting and cultural events such as the Handball Championship in January have attracted and should continue to attract international tourists. Also this year, holidays fall on advantageous days and some major biennial conferences and trade shows are taking place, including the Paris Air Show in Le Bourget and Vinexpo in Bordeaux.

Transport

What measures are being taken to improve the connections between French destinations?

A number of measures have been taken to this end including:

Since 2016, four taxi flat-rate fees ranging from €30 to €50 have been introduced for taking passengers to and from Paris airports. Taxi lanes have been opened between Paris-Charles de Gaulle and Orly to facilitate travellers' transit.

Several high-speed rail lines were launched or are being created in order to decrease the travel time to Bordeaux, the Basque region, Strasbourg and between Brittany and the Loire Valley. Plans for renovating and improving the connectivity of 20 of the biggest French railway stations have been made.

Since 2015, new regular inter-regional bus lines have been created following the liberalisation of transport markets. These new possibilities make it possible and affordable to travel to destinations that were previously less accessible.

As regards air travel connections, many lines have been established between foreign countries and big regional cities (including XXX).

In addition to these measures, a Charles de Gaulle express line is in the works and will be up and running in 2023. It is a specific line that will take passengers directly from Charles de Gaulle airport to the centre of Paris (and vice versa).

What are the measures being taken to ensure maximum safety of tourists during their travels and visits?

The security checks before boarding were stepped up along with those before accessing international railway lines and entering trains. An increase in staff has offset any additional waiting periods that

¹ EVE foreign visitor survey, conducted jointly by the Directorate-General for Business (Ministry of the Economy, Industry and the Digital Sector) and the Banque de France; consolidated data published in July 2016.

would have occurred and for the most part, waiting periods have remained unchanged. Close to 2,000 joint patrols (gendarmerie/security agents) are working in railway stations in the most popular tourist regions.

More generally, surveillance and security checks have been introduced in all public transport. Where necessary, the police can carry out checks on people and baggage.

Surveillance cameras are being installed in the main tourist areas and unequipped hotels in Paris and in the surrounding region, including along the A1 motorway that passes by the Stade de France and in front of hotels near Paris accommodating international tourists. All of these measures will be implemented as of June 2017.

Lastly, in order to improve tourist traffic and reduce the waiting lines in Paris airports, 87 new automated border control terminals (PARAFE II) are being installed at the Roissy-Charles de Gaulle airport in addition to the existing systems. Paris Aéroport (Paris airports) announced the installation of the first 45 of the new PARAFE terminals for the summer tourist season in order to make it faster and easier to cross borders. Waiting time will now be posted.

Hotels and Restaurants

How can France improve its hotel offering?

France has a wide-ranging and sizeable hotel offering, boasting more than 15,000 hotels. France assists tour operators in modernizing their offering. A specific scheme was introduced in 2015 to support the rehabilitation of French hotels (€1 billion fund).

What are the current guarantees for disabled tourists in terms of accommodation and accessibility?

A special “tourism and disability” label that can be identified by specific pictograms placed at the entrance of sites and incorporated into their promotional material ensures accessibility, assistance and accommodation of people with disabilities or reduced mobility.

Can we easily access Internet in hotels/restaurants/cafés?

Restaurants and hotels are assisted when installing free Internet access. The large majority now have free Internet access.

What security measures have been taken in hotels, restaurants, bars and clubs?

Under French law, hotels are required to ask all foreign customers to complete an individual police form.

In order to guarantee the security of their customers, each hotel or restaurant has the right to carry out security checks (bag inspections, frisking, etc.) according to provisions set forth by law.

Tourist Attractions and Shopping

What are the major exhibitions planned in Paris and in provinces for the 2017 spring/summer season?

The year 2017 will be marked by a number of events. Disneyland Paris will celebrate its 25th anniversary in March. In May, the city of Le Havre will celebrate its 500th anniversary.

Regarding the 2017 spring/summer cultural programme, France will welcome:

- Camille Pissaro (February to July) - Musée Marmottan, Paris.

- Rodin: Centennial Exhibition (March to July) - Grand Palais, Paris.
- Les Frères Le Nain (March to June)- Louvre-Lens, Lens.
- Exhibition Vermeer Retrospective (spring 2017) - Musée du Louvre, Paris.
- Exhibition Cezanne (June to September) - Musée de la Chartreuse, Douai.

You can find the 2017 calendar of major events in France online on the Atout France website: <http://atout-france.fr/actualites/outils-le-calendrier-2017-des-grands-evenements-en-france-est-en-ligne>

What security systems are in place at museums and tourist attractions?

Public cultural sites in Paris, Île-de-France, and France more generally, have introduced measures to ensure the safety of tourists during their visits according to provisions set forth by law (bag inspections, frisking, refusing entry to people with large suitcases, etc.). If they think it is necessary, authorities may take exceptional measures concerning the conditions of access to certain sites in order to ensure the public's safety. This type of decision is rarely taken. Many sites have their own video-surveillance systems.

In November 2016, the French Government announced the allocation of €5 million from a total security budget of €15 million to bolster security of the 30 main public sites visited by tourists such as the Musée d'Orsay, Musée du Louvre and Château de Chambord.

What are the measures being taken to improve how complaints are handled and to reduce petty crime?

To fight petty crime and make the handling of complaints easier, police stations and mobile patrols have been deployed to the most visited sites to support the foot patrol officers that are already working there.

What are the opening hours and ways to access boutiques, stores and shopping centres in France?

In France, shops are generally open from 9:00 a.m. to 7:30 p.m. Monday to Saturday. Twenty-one international tourist zones were created in Paris and the regions of Cannes, Cagnes-Sur-Mer, Nice, Saint-Laurent-Du-Var, Deauville, Val d'Europe, La Baule, Dijon and Antibes so that tourists can shop throughout their visit. Shops located in these zones are now generally open on Sundays and in the evening until midnight. A brochure detailing the opening hours in the zones is being drawn up.

Events, Trade Fairs and Exhibitions

Have specific measures been taken regarding the organization and running of public events?

Across France, specific security systems ensure the smooth running of events held in public places. Very exceptionally, certain events may be postponed on a case-by-case basis, as determined by the authorities. In any case, they try to provide notice to tour operators well ahead of any changes of schedule.

In Paris, the Prefecture de Police reinforced its monitoring and presence of law enforcement during demonstrations in public streets as well as places likely to attract a great deal of people.

Events in recent months ran smoothly and were marked by large attendance (the SIAL international food exhibition, the Lyon Festival of Lights, Paris Nuit Blanche all-night arts festival, the Men's Handball Championship, the Paris International Agricultural Show, etc.).

General Security Measures in France

What measures have been taken to ensure the security of tourists?

Security is a priority for public authorities and tourism professionals:

- ***The state of emergency*** is a measure declared by the President of the French Republic to keep French people and tourists in France safe. This provisional measure means increased security checks and greater police powers. The state of emergency as set forth in French law, bolsters the security of tourists and guarantees that they have an optimal tourist experience;
- ***Police and gendarmerie reinforcements*** have been deployed throughout national territory. To provide additional support, 30 police vans will be posted in front of tourists in high-traffic sites where crime targeting tourists has been reported;
- ***Inspections and staff levels have been increased in public transport*** and around sites frequented by the public, including tourist attractions;
- A prefect to coordinate security measures was appointed. He is in charge of managing the ***creation of “tourism security coordination” structures in each department*** that will produce brochures full of advice and practical ideas for tourists in several languages;
- A ***“tourist security” label*** is being created to indicate the sites with the best security guarantees to tourists;
- ***Software for registering complaints called SAVE, developed in 30 languages*** is being installed across France;
- All representatives of the tourism sector have announced the recruitment of additional security staff to ensure the safety of visitors.

What identification is needed to enter and travel within French territory?

All people on French territory, national citizens and foreign nationals alike, including of European Union Member States, must carry an identity card with them at all times (passport or national identity card). The police may require visitors to show proof of identity at any time, including when entering or leaving national territory.

For non-EU nationals who require a visa to enter French territory, have the issuance conditions changed in recent months?

Visa issuance conditions have not changed. Waiting times have even been reduced in a certain number of countries.

Useful Contacts

Paris:

Paris Office of Tourism: www.parisinfo.com
traveltrade@parisinfo.com - +33 1 49 52 42 68

Metro: www.ratp.fr

Paris Aéroport (Paris airports): www.parisaeroport.fr

Paris City Hall: www.paris.fr

France:

Ministry of Foreign Affairs and International Development: www.diplomatie.gouv.fr/

Trains: www.voyages-sncf.com

Emergency numbers:

- Ambulance: 15
- Police: 17
- Fire brigade: 18
- European emergency number: 112