



# Bateaux Parisiens



What does your question concern?

- ✿ Booking
- ✿ Lunch/Dinner Cruises
- ✿ Cruise Tours
- ✿ General Information (parking, access, etc.)





## Security measures

### ✿ What are the security measures that have been introduced on the Bateaux Parisiens?

On 17 November the Bateaux Parisiens introduced specific security measures in coordination with the public authorities.

Security has been reinforced and the number of police officers tripled in the tourist zones Champ de Mars/Trocadéro.

Likewise the presence of security guards has been reinforced on site.

A systematic bag control has been introduced and jackets and coats must be opened at the entrance.

It will no longer be possible to bring bulky baggage more than 16 litres in size (small backpacks, handbags and computer cases not included) into our establishments, including for leaving in the cloakroom.

Naturally we are coordinating the measures we are taking with the public authorities and you'll understand that consequently we cannot reveal the full measures taken.

## Booking

### ✿ Do I need to book a Cruise Tour in advance?

No, it is not necessary to book a cruise tour in advance.

However, we recommend that you book in advance for groups of more than 20 people. This confirms the number of seats on board a boat at a specified time.

You can purchase your ticket directly at the ticket desk before your cruise. However, should you choose to purchase your ticket online you can use it any day, any time – you choose. All you need to do is present your confirmation e-mail to the ticket desk at pontoon no. 3.

### ✿ What is there to gain from booking Lunch/Dinner Cruises in advance?

Your booking guarantees you a seat onboard and a choice from our range of services (Etoile, Élégance, Privilège and Premier) for Lunch Cruises and Dinner Cruises and placements.

### ✿ How long does it take for Bateaux Parisiens to confirm a booking?

If you purchase your cruise online, the booking confirmation is sent to you immediately. If you book by e-mail, Bateaux Parisiens guarantees to confirm your booking within 24 hours (excluding weekends).

## ✿ What is the difference between booking a cruise and giving a cruise as a gift?

When you book a Lunch or Dinner Cruise you will be sent a confirmation e-mail showing the price. If you choose to give a cruise as a gift you can print a Gift Cruise document (PDF) which does not show the price and is valid for 6 months.

The Gift Cruise can be sent to you by mail in an elegant envelope if you selected the Gift Wallet option when making your booking.

## ✿ What are Gift Cruises?

You can give a Lunch Cruise or a Dinner Cruise as a gift.

A personal invitation is sent to you in an elegant envelope if you selected the Gift Wallet option when making your booking. The Gift Cruise is then valid for 6 months. The person receiving the gift has a maximum of 6 months to use it.

## ✿ Can I settle cruise payments in person?

If you have booked by telephone you can settle Lunch/Dinner Cruise payments in person (except for special dates: 14 February, Easter weekend, 14 July, 24-25 and 31 December). When you book by telephone you will be asked to provide your card number as a guarantee. However, if you book online you will be asked to settle the payment immediately.

## ✿ Why do I need to settle payment before embarking for a Lunch/Dinner Cruise?

It is a lot easier for you to settle payment before you embark on your cruise, and that way you have nothing to worry about while onboard. You can relax and enjoy your cruise.

## ✿ What payment methods can I use?

We accept the following payment methods:

- On site: Cash and bank cards (Visa, Carte Bleue, Eurocard-Mastercard, American Express), as well as specific payment methods (which cannot be used in conjunction with online bookings):
  - Best gift vouchers
  - Kadéos gift vouchers
  - Chèque Cultures vouchers
  - Chèques Vacances (ANCV) vouchers
  - Traveller's cheques (in euros)
  - The Spirit of Cadeau card
  - Diners Club card
  - Cup card
  - JCB card

*See validity date. No change given (except for traveller's cheques). No reduced rates on public price.*

- On the internet: bank cards –Visa, Carte Bleue, Paypal, American Express and Cofinoga.

## ✿ What are cancellation and refund terms and conditions?

You may cancel all or part of your booking by written notification under the following conditions:

**- cancellations made more than 60 calendar days before the scheduled date** are not subject to a cancellation fee, with the exception of a fixed sum of €1,000 including VAT to cover administrative charges for private venue hire.

**- cancellations made within 60 to 31 calendar days prior to the scheduled date** will be charged a cancellation fee of 50% of the VAT-inclusive price of the service, whatever the price of the service.

**- cancellations made within 30 to 10 calendar days prior to the scheduled date:**

- a service costing €50,000 including VAT or less will be charged a cancellation fee of 50% of the VAT-inclusive price of the service.
- a service costing more than €50,000 excluding VAT will be charged a cancellation fee of 70% of the VAT-inclusive price of the service.

**- cancellations made within less than 10 calendar days prior to the scheduled date** will be charged a cancellation fee of 100% of the VAT-inclusive price of the service. Bateaux Parisiens reserves the right to resell the cancelled seats, where applicable.

Should Bateaux Parisiens cancel all of the services provided, you will be refunded the amount already paid. Should it be impossible to run a planned cruise for any reason whatsoever (mechanical breakdown, rise in the water level, bad weather, navigation prohibited by the authorities, etc.), the price shall be reduced.

You have a 15-day right to change period (not including the day of purchase) for the Cruise Tour and Enchanted Cruise services.

### **✿ Can I alter the number of people in a group?**

You must confirm the final number of people giving up to 48 hours' notice , and within the limit of 10%, so that we can alter your booking at no extra cost to you (see conditions of sale). This number will be used as a basis for invoicing. See our General Terms and Conditions of Sale.

### **✿ Why must I book an Enchanted Cruise?**

You are advised to book an Enchanted Cruise (by Internet) due to the limited number of seats onboard. The ticket desk opens approximately one hour prior to departure. Embarkment from pontoon no. 1. Ticket desk at pontoon no.3.



## Lunch/Dinner Cruises

### ✿ Is your menu available in different languages?

Yes. Our restaurant menus are available in the following 10 languages: French, English, Spanish, German, Japanese, Italian, Russian, Korean, Chinese and Portuguese.

### ✿ What are the differences between the various services you offer?

In order to better meet your expectations and needs, you can choose from a variety of services for the Lunch Cruise 12:30pm and Dinner Cruise 8:30pm.

These various services include the same à la carte menu (choice of 4 starters, 4 main courses and 4 desserts), while offering additional services such as choosing your seat onboard, aperitif and vintage wines, a selection of mature cheeses and even sweet treats with the coffee. The choice is yours!

- The 3 services available on the Lunch Cruises 12:45pm are:  
Etoile, Privilège and Premier.
- The 4 services available on the Dinner Cruises 8:30pm are:  
Etoile, Élégance, Privilège and Premier.
- On Dinner Cruises 6pm and 9pm:  
Seat next to the window or not.

### ✿ Why choose the Premier Service?

In choosing the Premier Service, you will embark on the most exclusive cruise on the Seine River. You will be seated at a round table at the bow of the boat; the perfect place for an unrestricted view of Paris. Enjoy the art of refined dining with dishes prepared onboard by the Chef.

### ✿ Can I buy photos after the cruise?

No. Once you have left the boat you cannot buy any photographs which are presented to you by our photographer during the cruise.

### ✿ Can I heat a baby bottle onboard?

Yes. We have the necessary equipment to heat baby bottles on lunch/dinner cruises or at the Bistro Parisien. However, we are unable to do so on Tour Cruises, so we recommend you go to the Bistro Parisien after enjoying your cruise.

### ✿ Do you offer a vegetarian option onboard?

Yes. The menu includes vegetarian dishes: starter, main dish and dessert. The price remains the same according to the service you have chosen, since you are paying for an all-inclusive meal with à la carte selection (aperitif, starter, main dish, dessert, mineral water, coffee and wine).

**✿ If I do not drink alcoholic beverages, is that possible to exchange wines and aperitif included in the service for another soft drink?**

Yes, absolutely. You can exchange wines and aperitif included in your service, for the soft drink of your choice. The price remains the same.

**✿ Do your menus cater for specific dietary needs?**

Yes. We offer specific menus to cater for specific dietary needs: gluten-free diet, lactose-free diet, low residue diet, low fibre diet and diabetic diet. We advise you to tell us of any specific dietary needs when you make your booking.

**✿ Do you allow children onboard Lunch/Dinner Cruises?**

Children are welcome onboard but we advise against bringing children under 3 onboard for Dinner Cruises.

**✿ Can I choose which boat I would like to board for the cruise?**

We cannot guarantee you a specific boat. Depending on the bookings, the choice of boat can change.

**✿ Do you provide any information during Lunch/Dinner Cruises?**

Yes. The main monuments are announced. Our personnel, who will be on hand throughout the cruise, will do their utmost to provide you with any historical information you may require.

**✿ Can I dance onboard a Lunch/Dinner Cruise?**

Every lunch time and every evening, Bateaux Parisiens customers can enjoy a live artistic performance.

**✿ Is smart clothing required for Lunch/Dinner Cruises?**

Smart clothing is required for the Dinner Cruise, 8:30pm (the following articles of clothing are not allowed: jeans, trainers, Bermuda shorts, caps).



## Tour Cruises

### ✿ Are the cruises which leave from the Eiffel Tower and Notre Dame the same?

The cruises are the same, but the points of departure are different. Tour Cruises leaving the Eiffel Tower follow a route to the Ile Saint Louis (1-hour cruise). Tour Cruises leaving the foot of Notre Dame follow a route to the Ile Saint Louis, the boat then about-turns towards the Eiffel Tower (1-hour cruise).

### ✿ How often do Tour Cruises leave from the foot of the Eiffel Tower?

Cruises leave every 30 minutes between 10am and 10.30pm (April-September), every hour from 10.30am to 10pm (October-March).

- **April-September:** from 10am to 10.30pm, departures approximately every 30 minutes (except at 1pm and 7.30pm). From 10am to 11pm at weekends and every weekday in June, July and August.
- **October-March:** from 10.30am to 10pm, departures approximately on the hour and some on the half-hour. From 10am to 10.30pm at weekends and every weekday throughout the French holiday period (Zone C).

### ✿ How often do Tour Cruises leave from Notre Dame?

Cruise departures follow a year-specific timetable from either the end of March or the beginning of April until November.

> [Click here for departure times](#)

### ✿ In what languages are the tour commentaries available?

At the beginning of the Eiffel Tower cruise, tour commentaries are available in 13 languages (8 simultaneous) via individual audio guides. The following languages are available: French, English (U.K.), English (U.S.), German, Italian, Spanish, Portuguese, Russian, Polish, Dutch, Chinese, Japanese and Korean. The audio commentaries are combined with those of the guide.

At the beginning of the Notre Dame cruise, tour commentaries are available in the following 4 languages by the guide: French, English, Spanish and German.

### ✿ Do you offer any child rates on Tour Cruises?

Yes. We offer the following child rates for children :

Free of charge for children under 3, and specific rates for children aged between 3 and 11 which can be consulted online.

### ✿ Do you offer any disabled rates on Tour Cruises?

No, with do not have a specific rate for persons with reduced mobility (PRM). We recommend that our PRM customers choose the first departure of the morning so that our crews are available to assist with embarkation.

**✿ If my cruise leaves from the Eiffel Tower can I disembark at Notre Dame and vice versa?**

No. Tour Cruises leaving both the Eiffel Tower and Notre Dame do not make stops. You cannot get off the boat during the hour-long tour. Tour Cruises leaving the Eiffel Tower follow a route to the Ile Saint Louis. Tour Cruises leaving the foot of Notre Dame follow a route to the Ile Saint Louis, the boat then about-turns towards the Eiffel Tower.

**✿ When I embark the boat at the Eiffel Tower departure point, where do I disembark?**

The hour-long roundtrip cruise means that you also disembark at the foot of the Eiffel Tower (pontoon no. 3).

**✿ Does the boat stop anywhere during Tour Cruises?**

No. Tour Cruises follow an hour-long route with no stops.





## General information

### ✿ What do Bateaux Parisiens offer for celebrations and special events?

Instead of the usual menus, menus created especially for the occasion are served on the following dates:

- Dinner Cruise for Saint Valentine's Day: 14 February
  - Dinner Cruise for Bastille Day: 14 July
  - Tour Cruise for Bastille Day: 14 July
  - Cruise or meal at the quayside: Easter Weekend
  - Dinner Cruise for Christmas Eve: 24 December
  - Lunch Cruise for Christmas Day: 25 December
  - Dinner Cruise for New Year's Eve: 31 December
- Booking required. The menus may be consulted on the website..*

### ✿ Do Bateaux Parisiens have Wi-Fi access?

Yes. We provide Wi-Fi access in the "Bistro Parisien", a restaurant located on the banks of the River Seine with a panoramic view of the Eiffel Tower and open nonstop from 10am to 11pm for breakfast, lunch and dinner.

### ✿ Do you allow animals?

For health reasons, no animals are allowed except guide dogs.

### ✿ What makes Bateaux Parisiens stand out from the rest?

As the leading operator on the River Seine, Bateaux Parisiens offers a selection of high quality services.

Your cruise starts at the foot of the Eiffel Tower.

The cruise follows a route taking you past the Statue of Liberty.

#### Our assets:

##### **Tour Cruises:**

Our modern boats feature a terrace and exterior gangways.

Boat tour commentaries are available in 13 languages (8 simultaneous) by individual audio guides, along with a guide's commentary in the lower part of the boat.

##### **Lunch/Dinner Cruises:**

Our glass-topped boats are very stylish, offering breath-taking views of Paris.

The Chef and their team prepare authentic and flavoursome food onboard using the finest ingredients.

In order to discover the capital to music, our clients can enjoy a live performance and can dance at the end of the cruise.

In terms of product and service quality, Bateaux Parisiens stands out with its comprehensive range of services.

### **✿ Do you have a car park?**

Only people working in the tourism industry (buses and coaches) are authorised to use our pay car park.

However, you may use the public car park at the Musée du Quai Branly, located only a stone's throw away.

### **✿ Do your cruises run throughout the year, including public holidays?**

Bateaux Parisiens welcomes you throughout the year except for 1 January on Lunch Cruises and the second Monday in January when the site closes at 5pm.

Excluding exceptional sailing restrictions imposed by the authorities.

### **✿ Is there access for disabled people?**

Access for people with disabilities is difficult on the boats. We advise you specify any specific needs when you book your cruise so that we can make every effort to welcome you on board. While onboard toilets are only accessible via a set of stairs, there are toilets located on the pontoon where you board the boat.

### **✿ I am not satisfied and I want to leave some feedback.**

Please do not hesitate to contact Bateaux Parisiens with any feedback. You can also contact our Customer Service department: [sophie.baudet@bateauxparisiens.com](mailto:sophie.baudet@bateauxparisiens.com).

### **✿ Can I smoke on board?**

Bateaux Parisiens operates a no smoking policy on all boats. You can however smoke on the terrace outside some of our restaurants.

Some of our boats have an exterior terrace on which you may smoke.