

LE HAVRE, Cruise Destination

1517: Birth of a city and a harbour

2017: Le Havre celebrates 500 years



LE HAVRE, CRUISE DESTINATION

- THE CRUISE PORT TO PARIS
- IN THE HEART OF NORMANDY
- CRADLE OF IMPRESSIONISM
- WORLD HERITAGE SITE

A PROFESSIONAL ORGANIZATION

- THE CRUISE TEAM
- THE INDUSTRY PARTNERS
- THE CRUISE CLUB

INFRASTRUCTURE AND PORT OPERATIONS

- MARITIME CRUISES
- RIVER CRUISES
- TRANSIT AND TURNAROUND

EXPLORE LE HAVRE AND BEYOND

- AN EXCEPTIONALLY WIDE RANGE OF EXCURSIONS FOR GROUPS AND INDIVIDUALS
- OUR BEST-SELLERS
- BESPOKE OFFERS

LE HAVRE, CRUISE DESTINATION

The port of Le Havre is ideally located on the route between the North Sea and the Atlantic Ocean. It has all the facilities required for welcoming the smallest to the largest cruise ships around the clock. The variety of tourist attractions available in Le Havre, Normandy and Paris helps to create visitor loyalty as, all year round, each stopover offers a range of new opportunities for exciting excursions for every category of cruise, be it contemporary, premium or luxury cruise services.

Having shot to the top of the list of cruise destinations in Northern Europe by being marketed as 'Le Havre, The Gateway to Paris' and with the approach of its 500 year anniversary, Le Havre now wishes to highlight its own assets to cruise passengers, such as its World Heritage-listed 20th century architecture, its status as the birthplace of Impressionism and a seaside resort, as well as that of being a 'City of Art and History'.

This magazine, which is targeted at professionals, will give you all the useful information you need on Le Havre as a cruise destination, whether you are a company, a professional in the maritime sector or in tourism and the media.

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A TEAM DEDICATED TO CRUISES

Cruise Director



Cruise Coordinator



Assistant Coordinator



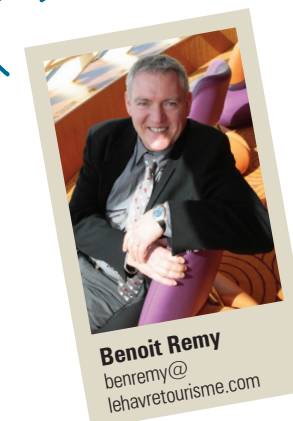
Cruise & Administration assistant



Director-OTAH



Customer Relationships
Director - GPMH



Communication Department
Director

Sales
Director



The cruise department of the Tourist Office, in the context of an agreement with the **Grand Port Maritime du Havre**, works exclusively on development, promotion, operations, and services for cruise passengers.



GRAND PORT MARITIME DU HAVRE (GPMH)

Harbour Master - Tel: + 33 232 747 070 - placement.capitainerie@havre-port.fr



OFFICE DE TOURISME DE L'AGGLOMERATION HAVRAISE (OTAH)

Département Croisière - Tel: +33 235 545 752 - cruise@lehavretourisme.com



The Eiffel Tower



American cemetery - Colleville sur Mer



Mont-Saint-Michel



Welcome to Le Havre

**CRUISE TERMINAL,
PROMOTION AND
HOSPITALITY...
ONE CONTACT:
THE TOURIST OFFICE**



Cruise Terminal

THE NETWORKS

- The cruise department of the Greater Le Havre Tourist Office is part of several networks and organizations:



Cruise Europe

www.cruiseeurope.com

For developing relations with cruise lines and ports. Cruise Europe gathers more than a hundred members in the North West of Europe.



Atlantic Alliance

www.atlanticalliance.eu

For increasing the visibility of Western Europe as a destination and to create new themes for cruise tourists.



French Atlantic Ports

www.frenchatlanticports.com

For enabling the ports on the Channel and Atlantic coasts of France to cooperate.



Propeller Club du Havre

www.propeller-lehavre.com

For developing relations with all involved in the maritime sector.



CLIA

www.cliafrance.fr

Le Havre is a Gold CLIA executive partner and participates to the various activities of this international organization.



Normandy Cruise Destination

www.normandie-tourisme.fr

To promote the development of maritime and river cruises in Normandy.

- Follow us on social networks:



Le Havre Tourisme



Cruise Le Havre



@cruiselehavre

- Meet us on industry events:

Cruise Shipping Miami, Seatrade Med, Seatrade Europe, Cruise Summit Madrid...

Contact: valerie.conan@lehavretourisme.com

CRUISE CLUB

Cruise activity has been developing in a noticeable way over the past years. This success is due to the involvement of local entities (the Le Havre town council, the port of Le Havre, the urban district council and the Chamber of Commerce).

The aim of the Cruise Club is to improve the reception of cruise passengers and to develop the activity by supporting the Tourist Board's missions.



The Cruise Club gathers 50 members - Contact: cruise@lehavretourisme.com

Professional members of the Le Havre Cruise Club pages 14 & 15



**STRONG RELATIONSHIPS
WITH THE CRUISE
INDUSTRY**



ECONOMIC IMPACT

**87,53€
per passenger***

*GPWild Intl/Brea 2013



MARITIME CRUISES

The Cruise Terminal, located at the Pointe de Floride, has all the facilities required to give a service of quality to passengers **in transit or joining or leaving a cruise**, and to crew members: tourism information desk, book-in facilities, luggage checking and storage area, luggage scanner, border control office, lounge, boutique, car hire, free Wi-Fi, toilets, defibrillator.

It covers **up to 4 berths**:

■ **The cruise terminal, 2 400 m² on the Quai Roger Meunier.** Transit and turnaround. 24 coach parking spaces (access ramp for disabled persons). Taxi rank.

■ **A reception hall, 600 m², on the Quai Pierre Callet.** Transit and turnaround. 31 coach parking spaces (access ramp for disabled persons). Taxi rank.

■ When there are **three cruise ships** in the harbour, a separate area is put into service at the foot of the ship (third berth). Transit only. Coach parking spaces. Taxi rank.

■ **All these facilities are in perfect compliance with the ISPS International Ship and Port Facility Security code.**

■ **In accordance with European regulation 1177/2010** regarding non-discrimination between disabled persons and persons with reduced mobility when travelling, the staff is able to assist any disabled passengers and passengers with reduced mobility making such a request. A dedicated reception desk is shown by a sign in the Cruise Terminal. Complaints department: customer.service@haropaports.com

■ Immigration control:

All documents necessary for the IC are transmitted in advance by the agent to the PAF (border police).

PAF must go on board as soon as the gateway is connected to the vessel and the preliminary study manifests allows fast IC.

The office of the PAF is located right next to the Cruise Terminal.

Likewise before the ship's departure PAF goes on board for composting passports of passengers or seamen subject to visa or composting.

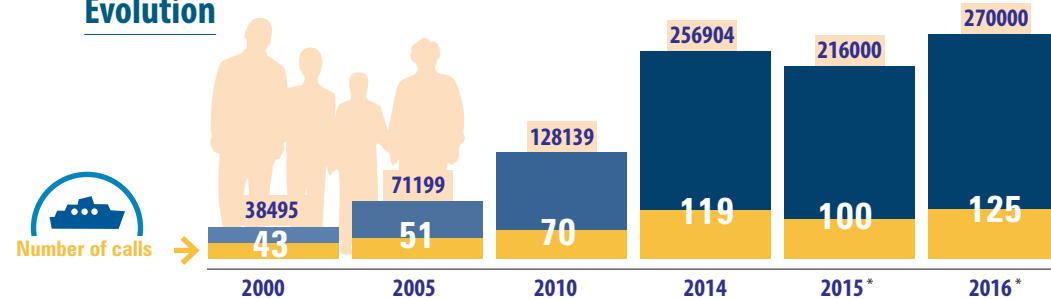
■ **The fares of the Le Havre Port Authority are public and degressive.**

■ **There are permanent multilingual staff members** trained to provide services for both passengers and crew members.

■ **Facilities for mariners:** in conjunction with the Seamen's Club, the Tourist Office pays special attention to providing a welcome for sailors calling at Le Havre and ensuring their welfare. The Seamen's Club organizes transport for them between the Cruise Terminal and the Club in the town centre. www.seamensclub.fr

■ **Shuttle to and from town centre:** information at the Tourist Office.

Evolution



- Double, triple and even quadruple calls,
- Year-round activity,
- Turnaround and transit,
- 20 different cruise lines.

*Provisional

**PORT OF CALL
PORT OF DEPARTURE**



Check-in

■ All aboard

More and more people, from both France and other countries, are choosing to board at Le Havre. The Tourist Board offers very attractive and preferential rates for 2, 3 and 4 star hotels or bed and breakfast. This offer can be combined with transfer to or from the Cruise Terminal and a pre- or post- cruise program.

Sales department:

reservation@lehavretourisme.com - +33 232 740 405

■ **Long-term parking** for passengers boarding or leaving the cruise ship in Le Havre: to be booked from the Tourist Office. tel: + 33 232 740 404.

■ **Distance between the city and the station:** 2,5km

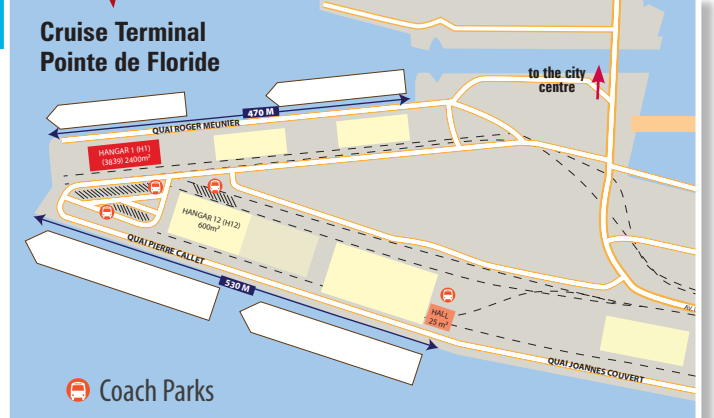
■ Access to the Cruise Terminal:

- Cars:

Sat Nav coordinates: latitude: 49.48 – longitude: 0.11
Follow the green "car-ferries" signs, then follow signs to the "Terminal Croisière" (cruise terminal)

- Buses:

Le Havre port addressing system: follow 3839



- City centre rebuilt by Auguste Perret
- Tramway
- Shuttle stop
- Parks and gardens

La Pointe de Floride

RIVER CRUISES

River cruises along the Seine between Le Havre and Paris - a growing market

The Seine offers a very popular river cruise itinerary taking in many of the Impressionists' favourite places.

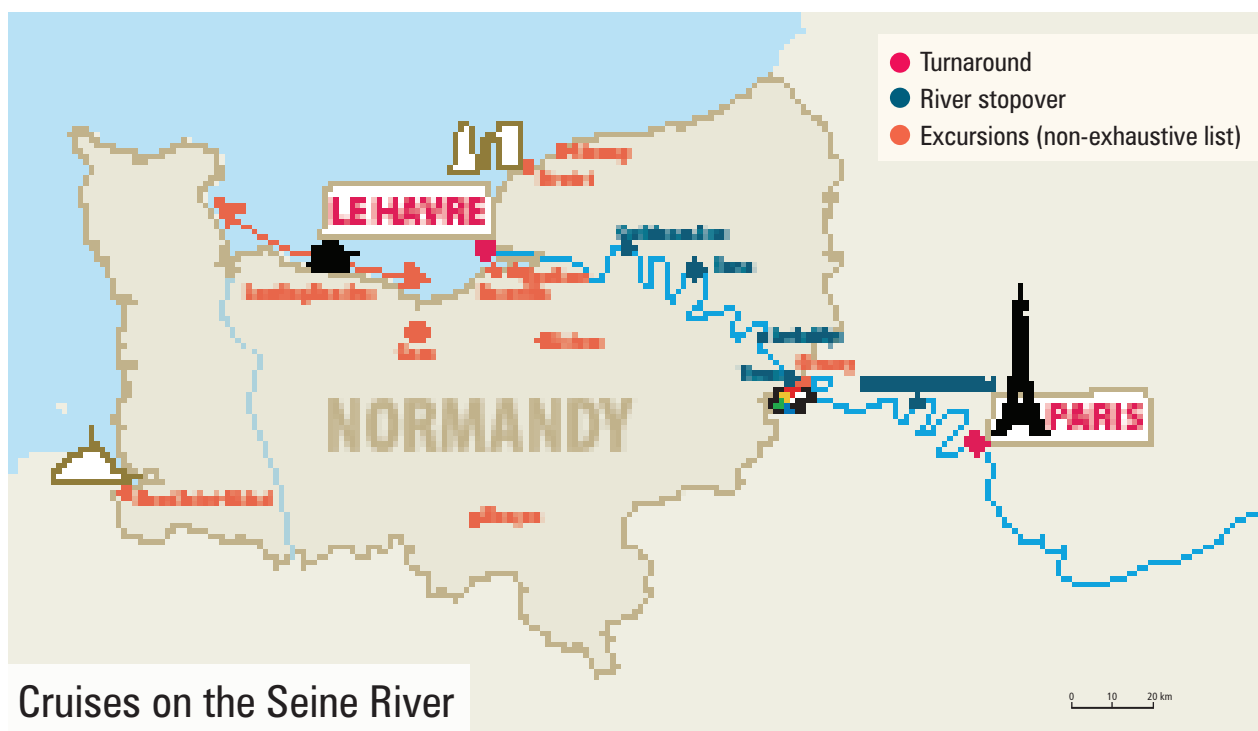
Dedicated river cruise moorings in central Le Havre:

Le Havre has set aside two quays for river cruise ships in the Docks neighbourhood centring on the former docks, now an innovative shopping and leisure complex offering a wide range of activities.

- **Just 15 minutes' walk** (or a short tram-ride) from the city centre, with its UNESCO World Heritage modern architecture
- **Handy for the railway station**, tram stops and cycle hire.
- **Reception/information/brochures:**
Greater Le Havre Tourist Office: +33 232 740 404
cruise@lehavretourisme.com



Le Havre is the ideal base for a host of excursions, offering access to the whole of Normandy and beyond via tours setting off from the Seine.



Cruises on the Seine River

2016

Normandy Impressionist Festival

MuMa
André Malraux Museum of Modern Art
16 April– 26 September 2016

As part of the third Impressionist Festival, The André Malraux Museum of Modern Art in Le Havre will present a large Boudin exhibition with a particular focus on the key figures in impressionism. The museum in Le Havre is uniquely positioned to be able to sensitively portray Boudin's artistic career. It provides an exceptional opportunity to rediscover this artist in the surroundings that inspired him due to its predominant position at the mouth of Le Havre's port (which the artist painted so frequently), its modern architecture which allows the eye to freely roam

between the actual locations and their depictions, and that all-pervading special estuary light. Collections of old masterpieces (admired by Boudin), as well as collections of those who were his admirers and works by his impressionist friends, complete the scope of this exhibition and enrich the portrait of the artist himself. The museum, in its entirety, thus provides an opportunity to reassess the works of Eugène Boudin and his place in 'la nouvelle peinture' (new style of painting).



1517 2017

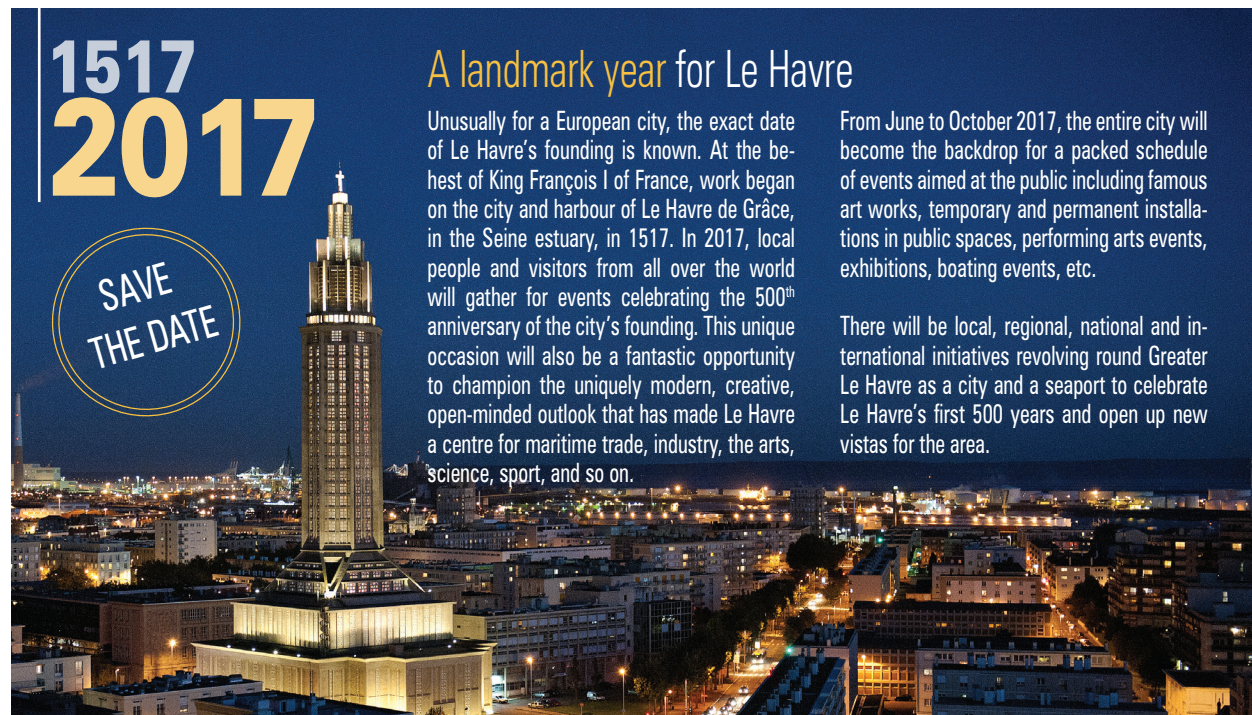
SAVE
THE DATE

A landmark year for Le Havre

Unusually for a European city, the exact date of Le Havre's founding is known. At the behest of King François I of France, work began on the city and harbour of Le Havre de Grâce, in the Seine estuary, in 1517. In 2017, local people and visitors from all over the world will gather for events celebrating the 500th anniversary of the city's founding. This unique occasion will also be a fantastic opportunity to champion the uniquely modern, creative, open-minded outlook that has made Le Havre a centre for maritime trade, industry, the arts, science, sport, and so on.

From June to October 2017, the entire city will become the backdrop for a packed schedule of events aimed at the public including famous art works, temporary and permanent installations in public spaces, performing arts events, exhibitions, boating events, etc.

There will be local, regional, national and international initiatives revolving round Greater Le Havre as a city and a seaport to celebrate Le Havre's first 500 years and open up new vistas for the area.



**A RIVER MOORING
STATION IN THE HEART
OF LE HAVRE
AND NORMANDY**



Bains des Docks



MuMa

**OUTSTANDING
EVENTS NOT TO BE
MISSED**



François 1^{er}

EXCURSIONS IN LE HAVRE AND NEARBY

A dynamic town, keen to develop its tourism activity, **Le Havre** has built its reputation as a cruise port on the wealth and diversity of tourism available for people arriving in the harbour for one or two days. The 17 communes in the Le Havre conurbation have many aspects to explore during single or multiple stopovers.

The Greater Le Havre Tourist Office staff is here to introduce you to additional sites and attractions help you extend the range of excursions you offer to destinations in Normandy. The tours and themes listed in this brochure are just suggestions

- **there are many other possibilities.** Please feel free to contact our Sales Department. As well as providing more information about our wide range of imaginative tour ideas, our staff can create bespoke excursions and advise you on activities to suit every type of clientele:
alois.hoch@lehavretourisme.com – tel: +33 232 740 405

Eductours for professionals upon request:
valerie.conan@lehavretourisme.com – tel: +33 232 740 407



The must

WORLD HERITAGE



In a few hours you can explore the locations in Le Havre which have created a city listed as a **World Heritage Site**.
Exclusive : sip a glass of champagne as you admire the view of Le Havre, a UNESCO World Heritage site, from the 17th floor of the City Hall, spotting landmarks such as the Historic Show Flat and the Ship-Owner's Mansion.

BIRTHPLACE OF IMPRESSIONISM



The unique light of the Seine estuary has inspired generations of painters. Claude Monet painted 'Impression, Sunrise' here - the famous painting which gave rise to the name of the Impressionist movement. 'Le MuMa' is a complete authority on Impressionism and not just a museum.

The active outdoors of Le Havre

SEA SIDE



With its France Station Nautique label (« water sports resort ») Le Havre offers all the activities of a station resort:

- Le Havre and Sainte-Adresse beaches (2km)
- Seasonal restaurants
- Rental of beach material
- International events: Transat Jacques Vabre, every two-year in Autumn.

A GREEN CITY



The green city of Le Havre has fantastic parks and gardens, as well as several routes for pedestrians and cyclists. Admire the Baie de Seine on foot or by bike from the Hanging Gardens, which have spectacular views overlooking Le Havre and Sainte-Adresse. Visit the gardens and greenhouses built on the remains of a former military fort. Explore historical heritage as part of a conventional or guided tour.

Soak up in history

LE HAVRE, 500 YEARS OF HISTORY



Save the date: in 2017 Le Havre will celebrate 500 years of history (see p.9)
Explore historical heritage as part of a conventional or guided tour. Tasting, workshop for children and adults.
The Ship-owner's mansion museum, the museum of the Dubocage de Bléville mansion, The Natural History Museum, the Graille abbey.

MONTIVILLIERS THROUGHOUT THE CENTURIES



Montivilliers, throughout the centuries Unique in Normandy at two steps away from Le Havre: the monastery complex offering a unique dramatized audio tour entitled « Cœur d'Abbayes ». Harfleur also provides a medieval atmosphere with its cobblestone streets, the half-timbered houses, the St-Martin church and its contemporary listed stained glass windows.

Great experiences for everyone

FRENCH CUISINE FLAVOURS



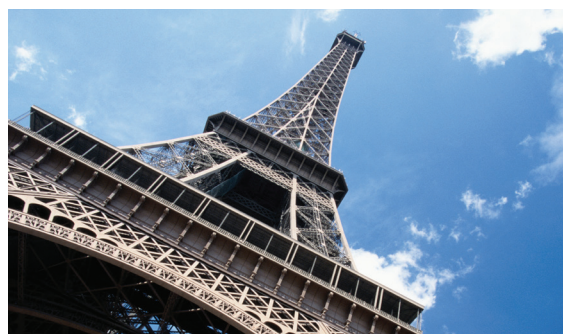
Discover your talent at cooking under the guidance of a chef. Depending on the size of your group, different historical or unusual sites can be used as a backdrop for that recreational, culinary break. And, depending on the time available, it is also possible to explore the 'Halles' (covered market) or the fish market to buy the necessary produce to make the recipes.

FAMILY FRIENDLY



Le Havre and its suburbs raise with pride the « Famille Plus » label. Painting sessions at the Muma, cookery classes, fishing trip at the foot of the cliffs, educational farm, and many other activities for families... just a single interlocutor: the Greater Le Havre Tourist Office.

EXCURSIONS IN NORMANDY AND PARIS



Normandy will reveal its many sides to cruise passengers visiting it for the first time or on new tour. It has a rich heritage, with several World Heritage Sites, breathtaking scenery that has inspired many artists, and famous regional products and cuisine. It is also a paradise for more active visitors and a natural gateway to the French capital, Paris.

The best-sellers

CÔTE D'ALBÂTRE



The tall white cliffs of the Côte d'Albâtre, with their feet bathed by the greens and blues of the Channel, are a breathtaking sight. The cliffs at Etretat are the best known example of this worldwide. The Benedictine Palace in Fécamp provides the opportunity to find out about the incredible history of the famous liqueur.

Cocktail workshop: a recognized expert will pass on his mixology skills and share some of his techniques and tips.

Visite passion: a chance to examine an 11th century charter signed by William the Conqueror, not through the glass of a display case, in a private salon in the company of Palais Benedictines' archivist.

PAYS D'AUGE AND CÔTE FLEURIE



Crossing over the Pont de Normandie takes you on a journey of discovery into the region of Normandy, with its age-old traditions: Honfleur and its old port, the Calvados distilleries and the famous Normandy cheeses. Deauville with its racecourses, boardwalks, casinos, palaces and American Film Festival.

The Seine valley

NEW IN ROUEN



The memory and history of Joan of Arc is deeply engraved with that of the city of Rouen.

Two new sites, the **Joan of Arc History Museum** and the **XXL Panorama**, now traces this poignant history, offering a breathtaking and original encounter with this iconic figure in the history of France (The Rouen 1431 panorama will start in May 28, 2016).

IN THE IMPRESSIONISTS' FOOTSTEPS



Good breath for Parisian, laboratory for the painters, the village of Giverny knew to preserve a harmonious balance between its own life and the small crossroads of the world which it became.

Immerse yourself in the world of Impressionism by visiting **Claude Monet's Gardens** and the **'Musée des Impressionnismes'** (a museum of Impressionist art).

Pilgrimage and remembrance

SAINTE-THÉRÈSE AND LISIEUX



Lisieux is France's second most popular pilgrimage place after Lourdes.

You can visit the Basilica which crypt is completely recovered with marble and mosaics, the Carmelite convent, St Peter's Cathedral, Les Buissonnets (Saint Thérèse's childhood home). This excursion can be combined with a tour of the Pays d'Auge and the Côte Fleurie for a full day trip.

LANDING BEACHES



The Normandy landings on the region's beaches on 6 June 1944 was the greatest amphibious and aerial operation in history. Today, millions of visitors still come and pay tribute to the soldiers who liberated France by visiting iconic sites, such as:

- The American cemetery in Colleville sur Mer, which overlooks Omaha Beach.
- The Caen Memorial Museum.

Get involved in Normandy

THRILLS AND SPILLS IN NORMANDY



There are many ways to discover Normandy out of the beaten tracks short strolls and long ramble along the clifftops offering breathtaking views of land and sea, and giving you the opportunity to observe the flora and fauna, idyllic tour or rally with the amazing and classic **2 CV French car** helicopter flyover of Etretat, the Bay of the Seine pilot a Formula 1 on a professional circuit.

FAMILY FRIENDLY NORMANDY



Children and their parents love Normandy, where many adventures await: treetop adventure trails, butterfly houses, farm visits, etc. There is even a trip on a safari train in **Cerza Zoological Park**, near Lisieux.

Found of Normandy

FOR HORSE LOVERS



Normandy contains many stud farms, including the **'Haras National du Pin'** (a national stud farm), which is located in the middle of a green oasis near Alençon with fantastic tracks for horse riding, and which hosts many international equestrian events and major races.

A PARADISE FOR GOLFERS



With its 40-plus golf courses, over the years Normandy has become a favourite destination for golfers wanting to test their skills on a variety of terrains. **The golf course at Etretat** has a stunning panoramic view of the cliffs.

PROFESSIONALS MEMBERS OF THE LE HAVRE CRUISE CLUB

■ Tour-operators

- Cherbourg Maritime Voyages:
cmv@blp.bollore.com
- Voyages Mathez-Viazur:
cruise@mathez-viazur.com - www.matheztravel.com
- Agency Intercruises:
www.intercruises.com

■ Tourism information

- Office de Tourisme de l'Agglomération Havraise:
www.lehavretourisme.com
- Office Intercommunal de Tourisme de Fécamp:
www.fecamptourisme.com
- Office de Tourisme de l'Intercom Lisieux-Pays d'Auge – Normandie: www.lisieux-tourisme.com
- Normandie Seine Estuaire: www.normandie-seine-estuaire.fr
- Seine-Maritime Tourisme:
www.seine-maritime-tourisme.com
- Comité Régional de Tourisme: www.normandie-tourisme.fr
- Normandie sites: www.normandiesites.com
- Association pour la création du Pôle Métropolitain de l'Estuaire: www.normandie-seine-estuaire.fr

■ Visits

- Busnel distillery: www.distillerie-busnel.fr
- Caen memorial: www.memorial-caen.fr
- Palais Bénédicte: www.benedictinedom.com
- Graindorge cheese factory: www.graindorge.fr
- La pommeraie distillery:
www.distillerie-du-domaine-de-la-pommerie.com
- Le Haras national du Pin: www.haras-national-du-pin.com

■ Hosts and hostesses agency

- Via Hôtesses: www.viawelcome.com

■ Bureau de change

- Inter'Change: www.inter-change.fr

■ Concierge services

- Allô Groom Services: allogroomservice@outlook.com

■ Accommodation

- Club Hôtelier de l'Estuaire:
h5650gm@accor.com
- Club des Hébergement Havrais Unis et Touristiques (CHHUT):
www.hotels-lehavre.com

■ Airports

Le Havre-Octeville ; Paris ; Deauville

■ Railway station:

- Gare SNCF:
Cours de la République - Le Havre
www.voyages-sncf.com

There are regular train services to Le Havre from Paris (just over 2 hours) via Rouen, and a daily high-speed rail connection with Lyons and Marseilles.

- **Car-Ferries:** Le Havre / Portsmouth
Brittany Ferries: www.brittany-ferries.fr

■ Coach companies

- Fromentin: www.cars-hangard.fr
- Perier: www.cars-perier.fr
- VTNI voyages: www.vtni-voyages.fr

■ Local buses

- LIA: www.transports-lia.fr

■ Taxis

- SCA Radio Taxi: contact@radiotaxi-lehavre.com
www.taxi-lehavre.com
SCA Radio Taxi offers several tour itineraries specially devised to give cruise passengers the chance to see a range of places during their stop in Le Havre.

■ Cars with drivers

- Label West: *tours privés*
info@label-west.fr - www.label-west.fr
- Airport Direct Lines: www.airportdirectlines.fr
- Interport Crew Services: www.navette-interport.fr

■ Car rental

- Rent A Car: le_havre@rentacar.fr
Comptoir au Terminal Croisière
- Sixt: dt40025@sixt.com

■ Shipping agents:

- Ghaam: www.ghaam.fr

■ Security/safety:

- PPSE: contact.ppse@gmail.com

■ Tugs:

- Boluda: www.boluda.com.es

■ Ship suppliers:

- Go Supply: www.gosupply.fr
- SDV: www.sdv.com



SHOPPING AND RESTAURANTS

You can shop in Le Havre every day of the week!

150 city-centre shopkeepers belong to the Cruise Club's Shopping Welcome scheme, and each of Le Havre's districts has something different to offer:

- **The Saint François district** is handy for the Cruise Terminal and has a wide choice of restaurants.
- The covered shopping arcades of the **Rue de Paris** are perfect for window-shopping in all weathers.
- The covered market, the pedestrian precincts, **the City Hall area and the Coty district** are the heart of modern Le Havre.



- **The Saint Vincent district** near the beach, with its seasonal restaurants, has a cosy village feel.

The daily outdoor **markets** and the Halles covered market are very popular with cruise passengers, especially on Sunday mornings. Likewise the traditional markets of Montivilliers (on Thursday mornings), Harfleur and Octeville-sur-Mer (both on Sunday mornings).

Many well-known brands can be found in Le Havre's **shopping centres** (Les Docks, open seven days a week, and the Centre Coty) and the **supermarket** malls on the outskirts of the city.

The Docks Vauban form part of the reclamation and renovation of the old port area, in the immediate surroundings of the river cruise piers and a 15 minute walk to the the Cruise Terminal. Arranged in an indoor street, the Dock Vauban shopping and leisure centre offers a unique browsing and shopping experience. There is a variety of entertainment throughout the year, such as cookery classes, a skating rink, a wake park. The opening of the Gulli-Parc children's indoor leisure centre have helped achieve the aim of creating a central, multi-purpose complex. A range of restaurants serving food from around the world offer fabulous views across the redeveloped Quai des Antilles and the Paul Vatin basin that houses the village for the Transat Jacques Vabre yachting race.

There is no shortage of places to eat for cruise passengers wanting to sample local cuisine during their stop in Le Havre. Restaurants with differing ambiances, located in several districts in the city centre or near the beach, offer the passengers and crew of cruise ships a warm welcome.

RESTAURANTS MEMBERS OF THE CRUISE CLUB:

- Le Bistrot Parisien,
- Le Taj Mahal,
- Le Bistrot des Halles,
- Graine de Sésame,
- Le Grignot.

Contacts: www.lehavretourisme.com (cruise/partners)





Accès



Airports: Le Havre-Octeville, Deauville, Paris



Railway: Paris (St Lazare station), Marseilles (direct TGV)



Car-ferry: Le Havre - Portsmouth



Greater Le Havre Tourist Office

CRUISE DEPARTMENT

186 bd Clemenceau - BP 649 - 76059 Le Havre Cedex - FRANCE

Tel: +33 232 740 404 -

valerie.conan@lehavretourisme.com - www.lehavretourisme.com

IM076100019

Assurance responsabilité civile professionnelle: GAN - Membre de l'APS - Siret: 522 676 360 000 20 - APE 4778 C



OFFICE DE TOURISME

This mark shows conformity with the standard NF X 50-730 and the certification rules NF 237.

It guarantees that the activities of reception and information, promotion/communication, production, marketing and sale of tourist services and products, store, event development and management, service quality assessment and improvement are monitored regularly by AFNOR Certification - 11, rue Francis de Pressensé - 93571 LA PLAINE SAINT DENIS Cedex - France - www.marque-nf.com