



Rugby World Cup 2007 France



Useful tips
for a pleasant stay
in France



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PUBLIQUE

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Useful tips for a pleasant stay in France

The facts herein are for information only.
They do not replace the applicable regulations.

For further information, feel free to check the following websites:

- www.douane.gouv.fr
- www.dgccrf.minefi.gouv.fr

You may also call the following numbers:

- **39 39 "Allo service public"**
Info Service Consommation
(Consumer Service Information Center)
(0,12 € TTC per min)

- **User Contact Center – Infos Douane Service**
0 820 02 44 44 (0,12 € TTC per min)
(open from 8:30 a.m. to 6:00 p.m.
from Mondays through Fridays)
ids@douane.finances.gouv.fr

www.rugbyworldcup.com



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Your arrival in France



Arriving from a third country ⁽¹⁾

→ Your duty-free purchases

When entering France, you may bring purchased goods or gifts without having to make a declaration or pay duties and taxes provided their value does not exceed a total of **€175** (or **€90** for travellers under 15). Different people may not pool their individual allowable amounts for a single purchased item.

You may also enter France with the products listed in the table below without having to pay any duties or taxes provided you do not exceed the listed amounts:

Merchandise:	Amounts* per product and per person limited to:
TOBACCO**	
Cigarettes	200 units
or cigarillos	100 units
or cigars	50 units
or smoking tobacco	250 g
and COFFEE	500 g
or coffee extracts and essences	200 g
and TEA	100 g
or tea extracts and essences	40 g
and ALCOHOLIC BEVERAGES	
Still wines	2 litres
and	
either alcoholic beverages over 22° volume	1 litre
or alcoholic beverages of 22° volume or less	2 litres
and PERFUMES	50 g
and TOILETWATER	25 cl 1/4 litre

* You may bring in a proportionate assortment within the same category of merchandise.

** Minors under 17 are not allowed to import any tobacco or alcohol.

Important: Several travellers may not pool the above-listed amounts for a single purchase. For instance, two people cannot buy a 1/2 litre of toilet water together.

In excess of €175 or of the allowable above-listed amounts, you must submit a declaration to Customs for the goods and pay the corresponding duties and taxes.

1. The 27 Member States of the European Union are Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and the United Kingdom.

→ **Your personal belongings**

Upon entering France, no tax or customs formalities are required for your own personal effects, which may or may not be in your baggage. However, the type or amounts (large quantities) of your personal belongings should not be such that they could be regarded as being for commercial purposes.



If you arrive from a third country, customs officers may ask you for evidence that tax and duties have been paid for certain items (jewellery, cameras, video recorders, mobile phones, laptops, etc.). Always have your invoices and/or customs receipts on you!

Warning: personal belongings may not be sold, or given away in France. You must bring them back with you at the end of your stay.

→ **Your pets and foodstuffs**

Your pets must travel with an official document that has been completed and signed by a veterinarian in the country of origin. You must present this document for customs clearance.

Foodstuffs (powdered milk, special foods for medical reasons, and so on) may be brought in subject to special conditions. **Get the facts!**

→ **Your medicine**

Medicine for personal use may be brought into the country, in enough amounts for 3 months of treatment without a prescription (a prescription is mandatory for amounts lasting longer than 3 months) provided they are carried in your baggage.

A prescription is mandatory for any medicine containing narcotics or psychotropic drugs.

→ **Your vehicle**

If you live outside the European Union

You do not have to comply with any formality if you stay in France for less than 6 months and if you take your own vehicle with you when you leave.

During your stay in France, you may not lend or hire your vehicle to a resident of the European Union.

If you live in the European Union

If you buy a vehicle outside the Community for your own use, you have to clear it through Customs and pay the applicable duties and taxes.

When you enter France, only the fuel contained in the standard tank of your vehicle, and in a spare 10-litre (maximum) fuel-can are exempt from duties and taxes.

Arriving from a European Union Member State ⁽¹⁾



→ Your general purchases

If the goods are for your own use, you do not need to complete any declarations or pay any duties or taxes (VAT at the applicable rate will have been paid in the country where you made your purchases).

→ Your alcoholic beverage and tobacco purchases

For some merchandise (see table below), quantitative thresholds apply. In excess of the thresholds, the purchase is deemed for commercial purposes and you will have to pay the applicable duties and taxes.

Alcohol and alcoholic beverages	Amounts
Spirits (whisky, gin, vodka, etc.)	10 litres
Intermediate products (Vermouth, Port, Madeira, etc.)	20 litres
Wine	90 litres (of which no more than 60 litres of sparkling wine)
Beer	110 litres


Useful information: transitional arrangements apply to the transport of tobacco purchased in the European Union and specifically to the tobacco from some new Members States (Bulgaria, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia, and Slovenia)

These arrangements make provision for retaining the quantitative limit on cigarettes imported on a duty-free basis, i.e. **200 cigarettes**. Furthermore, there are **special arrangements** for **tobacco purchases** by individuals in the European Union, **except for the new above listed Member States**.

Get the facts!

→ Your medicine

Medicine in enough amounts for 3 months of treatment without a prescription are allowed into the country (a prescription is mandatory for amounts lasting longer than 3 months) provided they are carried in your baggage.

Important warning: when you arrive in France, never accept a package from a stranger. It may contain narcotics or explosives. 

1. The 27 Member States of the European Union are Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and the United Kingdom.

Common formalities for entering and/or leaving France

→ Identification papers

Always have ID on you, either a currently valid identity card (less than 10 years) or a passport and a visa, if needed.

→ The declaration of transported sums, securities, or assets

You must file a customs declaration for any sums of money (cash or cheques), securities (shares, bonds, and so on) and assets (gold or silver coins) that you are carrying if they **equal or exceed the sum of €10,000** (or the currency equivalent), i.e., the following equivalent in other currencies (for information only):

USD13,352	GBP6,786
CHF16,188	JPY1,572,774

↘ French Customs carries out inspections to combat money laundering from illicit trafficking, and specifically drug trafficking. Help them do their job!



Your stay in France

Taking the mass transit system

You will find bus, metro, and RER maps at the Tourist Offices and at some airports; in Paris, in the metro and train stations as well as at the reception desk of some hotels.



You can buy transit tickets at metro stations, but also at some tobacco shops, and approved retail outlets (newspaper stores, and so on). A single ticket may be bought but there are also very attractive package rates (for instance the Paris-Visite card, the weekly or monthly Orange pass, and so on).

Get the information you need at the beginning of your stay.

Always keep your transit ticket on you until the exit because controls may occur at any time during your ride. Do not buy your transit fare from a ticket tout.



Taking a taxi

You have the right to choose your taxi unless the taxi station only has one line of cars and the taxi cannot pull out.



In France, taxi fares are regulated.

You must pay the price on the taxi metre, that includes a flat rate for carriage (€2.10) and the price of the ride. Only four extra charges are allowable, i.e., pick-up at a train station, a pet, the fourth passenger, and baggage.

In Paris, there are two extra charges: €2.75 for carrying each adult in excess of three passengers and €1.00 for the second piece of baggage weighing more than 5 kilos and stored in the boot of the vehicle. There is no extra charge for pick-up at the train station.

Rates are higher at night (from 7:00 p.m. to 7:00 a.m. or from 8:00 p.m. to 8:00 a.m., depending on the département), on Sundays and holidays. In the inner city of Paris, a higher rate applies during rush hours from 5:00 p.m. to 7:00 p.m. and from 7:00 a.m. to 10:00 a.m.

The taxi driver may offer a reduction (a discount or a flat rate). In this case, the price you pay cannot exceed the amount on the metre plus any extra charges.

➔ **Whatever the price on the metre, the taxi fare cannot be less than €5.60, including extra charges.**

The taxi driver may refuse to accept certain means of payment, such as a cheque or a bank or credit card, but this must be posted on the outside window of the vehicle.

If the ride equals or is more than €15.24 (including tax), or if you so ask, the taxi driver must give you a receipt with the date, time, route and price. The receipt will be useful in case of any dispute.

If you decide to file a complaint, write down the taxicab number and first file your complaint with the Municipality of the location where the taxi is stationed; for the zone of Paris taxis, file the complaint with the *Préfecture de police* de Paris at the following address: DCTC 2^e bureau 6 rue des Morillons 75015 Paris, or with the *Direction départementale de la concurrence, de la consommation et de la répression des fraudes* (local office of the Directorate for Competition, Consumer Affairs and Fraud Control at the location where the taxi is stationed, see addresses on p. 21 and 22).

Renting a car

➔ **The car rental agency must have all its prices clearly posted, i.e., rates per kilometre and per duration (tax included) listed for each of the available vehicles.**

Make sure that your rental contract clearly lists the drivers covered by the insurance policy, if not take out insurance for an 'additional driver'.

Check that the insurance policy covers theft and accidents for the other insured persons.

Also check for deductibles and their amounts. If you want, you may take out a supplemental policy called "rachat de franchise" (deductible coverage).

Draw up a detailed inventory of the vehicle, before driving away and list any damage (scratches on the body, faulty lights, etc.).



At the hotel

Tourist hotels offer furnished rooms with modern conveniences and additional services: breakfast and daily cleaning. They may include meals.

Hotels are broken down into 6 categories ranging from “no star” to luxury “four star” hotels.



→ Prices

Hotel prices are not regulated. They may vary widely from one hotel in the same category to the next, so make sure you compare prices and hotel services.

You have a right to price information: the prices must be posted outside the hotel, at the reception desk and in the rooms.

The notices must list prices “inclusive of tax and service” and, when relevant, the price of breakfast, half-board or full board for the room.

Notices with the drinks and food available for sale are mandatory in the dining room or at the bar. The price of phone calls must also be available to the hotel customers.

→ Booking

Booking a room for a night can be done by phone. However, a written confirmation is required if you plan to stay several days.

When you call or write, ask for details about the hotel, its location, conveniences, prices, and cancellation policy.

In case of illness or accident, you can always try to reach an amicable agreement with the hotel operator by submitting written proof of the illness or accident because, outside of force majeure, hotel operators have the right not to give you a refund for any down payment.

The hotel manager cannot make you book several nights at the hotel if you only want to stay one night, he cannot make you have breakfast or meals at the hotel, either.

Not all hotels accept pets. Ask the hotel if it does when you book your room.

→ Staying at a hotel

Hotel check-in deadline is not regulated. For a short stay, you are usually expected to arrive before 7:00 p.m. or 8:00 p.m., however, this may vary, depending on the hotel.

If you plan to arrive late, warn the hotel because they may rent out your room after 7:00 p.m.

If you have booked your room and made a down payment, the hotel should at least wait until 11:00 a.m. or noon the next day before renting out your room.

If you do not like your room, try to reach an agreement with the hotel operator and get your room changed.

You can always refuse to take the room and leave the hotel but you will lose any down payment and the hotel has a right to claim damages.

If the room does not comply with the description, you can ask for another room or, if you change hotels, for a refund for twice the amount of your down payment.

If the hotel operator refuses to do so, you may file a complaint for fraudulent advertising (especially if there is a hotel leaflet that describes the premises in a misleading manner) with *Direction départementale de la concurrence, de la consommation et de la répression des fraudes* at the location of your hotel (see addresses on p. 21 and 22).

Of course, hotel operators do not have the right to refuse access to families with children. However, they may increase the price of the room if they agree to put an extra bed for a child in your room.

➔ **When you pay for your room, the hotel operator must give you the hotel bill with the date, room number, and price of any services inclusive of tax, and the total amount owed.**

→ **Hotel and insurance**

According to the French Civil Code, the hotel operator is deemed liable for any belongings that are stolen during your stay at the hotel.

■ Unlimited liability for any items you have entrusted to the hotel (safe) ;

■ For any belongings that you have kept in your room, liability is limited to 100 times the price of one night for any objects stolen in the hotel and to 50 times the price of one night for any belongings in your car if it is parked in the hotel car park ;

Upon arriving at the hotel, give your valuables to the hotel operator and ask for a receipt. In principle, the hotel operator cannot refuse to take these items unless they are bulky, dangerous, or extremely valuable.

Some hotels post notices stating that they are not liable for any theft of objects that have not been deposited in the safe. These notices have no legal grounds.

At the restaurant

→ **Prices and posting**

Prices are not regulated but posting restaurant prices is mandatory outside and inside the restaurants.



You must find the following notices:

→ **Outside:** the list of the day's set menu and "à la carte" menu. They should be posted during "the entire meal time and at least from 11:30 a.m. for lunch and from 6:00 p.m. for dinner." The price of 5 different wines or 5 beverages that are usually served at the restaurant (if it does not serve wine) must also be posted ;

→ **Inside:** the same notice of the day's set menu and "à la carte" menu as the one posted outside must be available to you ;

→ **The net price:** in restaurants where service is charged, the posted price includes tax and service; "price, service included" must be clearly stated ;

→ **Drinks, included or not:** The menus must state whether drinks (wine, beer, cider, and so on) are included or not.

Advice

Set menus that usually include an appetizer, a main dish and a dessert are often cheaper than "à la carte" meals. Feel free to ask if there is a set menu (menu in French).

The restaurant operator has the right to count a cover charge for each child, even if it does not eat, provided that the price of the cover charge for a child is listed on the set price menu or on the “à la carte” menu.

Restaurant operators do not have to accept pets. If they do, they can demand that the pet be on a leash in the dining hall.

You may:


- Refuse to leave your coat in the cloakroom ;
- Eat, even if you are alone and the restaurant is packed. However, you will have to sit at the table you are shown ;
- You are not obliged to order mineral water or wine. You may ask for a jug of water that doesn't cost anything.

The restaurant operator must:

- Replace a dish if you feel that what has been served is not fresh or not hot enough. Of course, you may also ask for another bottle of wine, especially if it is 'corked'. However, if the dish you ordered is not to your liking, the restaurant is free to take it back or not, and to serve you another dish. If the restaurant operator refuses to do so, you will have to pay your bill anyway ;
- Serve dishes as they are listed on the set or “à la carte” menu. A lemon sole cannot be served as sole nor can crab surimi be served as real crab, and so on ;
- Refund any cleaning bills if your clothes are stained or soiled by one of the servers ;
- Pay you damages if you have suffered severe inconvenience due to the negligence or fault of the restaurant operator or one of his/her employees ;
- For instance, in case of theft and only if you put your coat in the cloakroom, the restaurant operator must pay you damages.

→ The bill

You must be given a bill at the end of the meal. It must list the date, name and address of the restaurant, and the price inclusive of tax of each service. **Check your bill! Mistakes are always possible.**

 **In case of a serious mishap, specifically food poisoning, please contact the *Direction départementale de la concurrence, de la consommation et de la répression des fraudes* at the location of the restaurant (see appended address, p. 21 and 22).**

At the café

→ Public prices

The prices charged by cafés are not regulated. Be on your guard: read the posted prices before drinking.



Posting is mandatory outside and inside the cafés.

If you have paid more than €15.24, café operators must give you a bill. But, if you so request, they must give you a bill even for smaller amounts.

Warning: café operators may charge different prices depending on whether you drink at the bar, in the café or on the terrace. However, the different prices or extra charges must be posted.

→ The professional's rights and obligations

Café operators do not have the right to:

- Refuse to serve you a cup of coffee on the terrace ;
- Bring half a litre of beer if you only asked for a "demi" because the French "demi" is a 25-centilitre glass of beer (or half a pint) ;
- Refuse to change your drink if the one you are served is not cold or hot enough ;
- Refuse to refund your cleaning bill if your clothing has been stained by one of the servers ;
- Refuse to pay you damages if you suffer from food poisoning, an injury or any other damage due to negligence due to the servers.

They have a right to refuse to:

- Sell you cigarettes (except if the café is also a licensed tobacco shop, obviously). If they do sell you cigarettes, the price may be higher than the usual price of purchase at a tobacco shop ;
- Let you make a call on their private or professional line (this is not a mandatory service) ;
- Let you use the phone or the restrooms if you are not drinking or eating at the café ;
- Serve you a "free" glass of water if you do not order another paying drink ;

Be aware that café operators can set the price of phone calls at their discretion as long as the prices are clearly posted.

Your Purchases



Retailers and service providers must post their prices.



You have to pay for your purchases in euros. Some retailers or hotels also accept foreign currency. The exchange rate is usually not as good as the rate at a foreign exchange office.

Most of the time, you can pay for your purchases with a cheque or a credit card. Retailers who accept both means of payment have to post this information on the window of their outlet.

→ Your tax-free purchases

(also see p. 20 "Your departure from France")

If at the time of purchase you reside outside the European Union and you are staying in France for less than six months, you are entitled to exemption from value added tax (VAT) for some of the goods that you buy during your stay in France.

- At time of purchase, you must be able to produce evidence (i.e., ID) that you are a resident of a third country.
- To be eligible for a VAT refund, the purchases must be for your own use.
- Their total value must be higher than **€175** including tax, and the purchase must have been bought at the same shop on the same day.
- Not all goods are eligible for VAT refunds (e.g., manufactured tobacco).
- The retailer will give you an export sales form for the VAT refund.



Attention: Not all retailers offer this service. The amount of the VAT refund may reflect administrative expenses.

When you leave the European Union for good, you must present the goods and have this form certified by the customs office at the point of exit from the European Union, before the end of the third month following the month of purchase. *Example: After having stayed in France, and made your tax-free purchases, you leave the European Union through Germany. You must then present your form to the German customs office.*

Note: new rules may soon apply to terminal T2A at the Paris Roissy-Charles de Gaulle airport.

Get the facts!

→ Counterfeit items

During the Rugby World Cup, items sporting the Cup logo (T-shirts, caps, and so on) are marketed and sold. Many counterfeit World Cup items may be for sale.

During your stay, you may be tempted to buy the counterfeit merchandise because it is cheaper than the genuine merchandise. The import, export or mere possession of counterfeit brand products is a **customs offence, making you liable for customs and punitive penalties** (confiscation of the merchandise, customs fines of up to twice the price of the original product, and prosecution).

Several clues to help you detect a counterfeit product!

1st Clue: Point of sale

When shopping, avoid points of sale that do not have an established outlet and do your shopping at official retailers'.

2nd Clue: Product quality

Check line symmetry, seams, fabric or material strength, poor matching colours, finishing, and so on.

3rd Clue: The Price

Don't trust very cheap prices because only "unofficial channels" can offer items at these rates. Always ask for a bill and make sure that the seller accepts all means of payment and not only cash.

4th Clue: Labelling

Carefully check the label: poor print quality or a spelling mistake usually means it is a counterfeit product. Make sure that the logo stamp states compliance with European (CE) and/or national (NF) standards.

5th Clue: Packaging

Check for quality packaging and make sure it matches the value of the product. It is highly probable that a so-called "luxury" item wrapped in a plastic bag or in a cardboard box is counterfeit. The available certificates of authenticity, warranty clauses and after-sales service are also important indications that the product is genuine.



Making calls

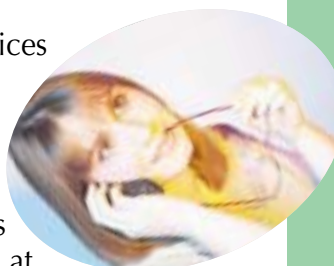


The cost of a phone call depends on the time, duration, and destination of the call.

Depending on the place you're calling from, you can choose between several operators for long distance and international calls. Ask the owner of the phone line for the necessary information.

You may call from a public phone booth: prices are posted inside.

Most phone booths can be operated **with a phone card or a credit card**. You may buy phone cards at a post office (La Poste) that is recognisable by its yellow and blue neon sign, at tobacco shops (red and white neon sign) or at retailers displaying a phone card sticker.



You may also **call from a café, hotel, restaurant, or any other location providing a phone. Prices may be higher but they must be posted.**

If you want to call a foreign country from France, dial 00, country code and the person's number.

Mailing

Ask the post office for mail rates. The price varies according to the weight and destination of the mail. You may also buy stamps at tobacco shops.


Internet

You can find the information you need, read and use your email, on the Internet at numerous cybercafes. Prices are posted inside the cybercafes.

Average prices ranges from €2 to €3 per connection hour, and a minimum €1 rate is often charged however long your connection time.



Medical Care

Every hotel has a list of physicians you may consult, including on-call doctors or medical emergency services. 

Pharmacies are recognisable thanks to a neon sign with a green cross hanging outside. The pharmacist can give you advice and, if needed, give you the particulars of a physician or a nurse who makes house calls. Pharmacies are closed on Sundays. They post a list of on-call pharmacies.



Wherever you are in France, you can get help by dialling 17 (police emergency squad), 15 (emergency services or SAMU) or 18 (the fire-fighters). You can also dial 112, the same phone number for all emergency calls made in the European Union.

In case of loss or theft

In case of assault or theft you may file a complaint:

- Either at the *Gendarmerie* or police station nearest the place where the assault occurred
- Or at the offices of the French Public Prosecutor at the court of first instance located in the area where the assault took place or where the assaulter resides if you were able to identify him or her.

In case of dispute: with a hotel, restaurant or retailer, contact the *Direction départementale de la concurrence, de la consommation et de la répression des fraudes* in the département where the acts took place (see appended address, p. 21 and 22.)

The Embassy and Consulate of your country

You may always contact the authorities of your country through your consulate or embassy in France.

In case of loss of:

→ Your ID

Report the loss to the police station that will give you a receipt, and then contact your consulate.



→ Your keys or an object

Ask the police station for the number of the Lost and Found (in Paris: 33 (0) 1 55 76 20 00)
The RATP and SNCF have their own Lost & Found.

Your car

The police station will record your complaint and give you the address of the car pound if your vehicle was illegally parked and towed by the police.

Your credit card

Immediately take steps to stop payments on the credit card and file a report at the police station.

Call the card issuers or, depending on your card, one of the following numbers:

Eurocard-Mastercard: 33 (0)1 45 67 84 84

Visa: 0892 705 705

Diner's club: 0810 314 159

American express: 33 (0)1 47 77 72 00

A pet

Call the *société de protection des animaux* (SPA, society for animal protection). Phone: 33 (0)1 43 80 40 66

If you have committed an offence

If you commit an offence, you are liable for the same sentencing as French citizens whether you violated traffic regulations, committed fare-evasion in the mass transit system, were drunk and disorderly on a public way, or were involved in a bar brawl.

Smoking in public places

Since 1 February 2007, smoking has been prohibited in every closed and covered public venue or work place, in health facilities and throughout the mass transit system.

For your information, as of January 2008, smoking will also be prohibited in cafés, hotels, restaurants, tobacco shops, casinos, gambling circles, discotheques, etc..

Your departure from France

VAT refunds

If you have purchased duty-free merchandise (see p. 15) during your stay in France, upon leaving the European Union, you must show your purchases along with the three sheets of the export form to Customs.

To obtain a VAT refund, you must present your passport, your ticket (if any), your tax refund forms, and the goods to customs before you depart.

Depending on the form used by the shop where you bought the goods, you can obtain your refund directly from a bureau de change (see below) or via bank transfer, after mailing the export sales form stamped by French customs.

Useful information: As part of a test, new rules for the stamping of tax refund forms may soon be in effect at terminal T2A at the Paris Roissy-Charles de Gaulle Airport. **Get the facts!**

Customs may check that you have complied with the requirements for a tax refund. If you have not met the requirements, the stamp of your exports forms may be refused. You may have to pay a fine.



Various reminders

Do not forget that when you leave France, you have to declare any sums, securities or assets amounting to or higher than €10,000 that you are carrying, to customs.

Warning: In your own interest, when you leave France, never accept a package from a stranger. The package may contain narcotics or explosives.

Useful addresses and contacts



→ **For further information, consult the servers of the General Directorate for Competition Policy, Consumer Affairs and Fraud Control:**

Website: www.dgccrf.minefi.gouv.fr

**39 39 "Allô service public"
Info service consommation**
(Consumer Service Information Center)
(0,12 € TTC per min)

→ **Regional and local directorates for competition policy, consumer affairs and fraud control nearest the palce where you are staying :**

BORDEAUX
5, bd. du Parc des Expositions
B P 600, 33028 BORDEAUX Cedex
☎ **05 56 69 27 27**

LENS
20, rue du Marché au Filé
BP 930, 62022 ARRAS cedex
☎ **03 21 60 36 00**

LYON
Immeuble AUREALYS
192 avenue Thiers, 69457 LYON Cedex 06
☎ **04 78 65 55 55**

MARSEILLE
Hôtel des Finances du Prado
22, rue Borde, 13285 MARSEILLE Cedex 08
☎ **04 91 17 95 00**

MONTPELLIER
Immeuble Les Portes d'Antigone
43, place Vauban
BP 9562, 34045 MONTPELLIER Cedex 1
☎ **04 67 20 89 00**

NANTES

10, Bd. Gaston Doumergue
B P 76315, 44263 NANTES Cedex 02
☎ **02 40 08 80 40**

PARIS

8, rue Froissart, 75153 PARIS Cedex 3
☎ **01 40 27 16 00**

SAINT-DENIS

Pôle Administratif l'Européen, Hall B
5 et 7 promenade Jean Rostand, 93000 BOBIGNY
☎ **01 48 96 26 00**

SAINT-ÉTIENNE

Immeuble Le Continental
10, rue Claudius Buard
BP 272, 42014 SAINT-ÉTIENNE Cedex 2
☎ **04 77 81 85 00**

TOULOUSE

Cité Administrative de l'Arsenal, Bât. C
6, bd. Armand Duportal, 31074 TOULOUSE Cedex
☎ **05 67 69 11 00**

→ **For further information, consult the servers of the General Directorate of Customs and Excise:**

Website: www.douane.gouv.fr

User Information Service – Infos Douane Service

0 820 02 44 44 (€12TTC/ min)

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ids@douane.finances.gouv.fr

→ **Regionals directorates of customs and excise nearest the place where you are staying**

Direction régionale des douanes et droits indirects de Paris

16, rue Yves Toudic, 75010 PARIS

☎ **01 40 40 39 00** – Télécopie : 01 42 40 19 20

dr-paris@douane.finances.gouv.fr

Direction régionale des douanes et droits indirects de Paris Ouest

5, rue Volta BP 46, 78105 SAINT-GERMAIN-EN-LAYE

☎ **01 39 21 50 00** – Télécopie : 01 34 51 30

dr-paris-ouest@douane.finances.gouv.fr

Direction régionale des douanes et droits indirects de Paris Est

9, cours de l'Arche Guédéon BP 115, 77207 TORCY Cedex

☎ **01 64 62 75 00** – Télécopie : 01 60 17 085 77

dr-paris-est@douane.finances.gouv.fr

Direction régionale des douanes et droits indirects d'Orly

7, allée du Commandant Mouchotte Orly Tech, Bât. 517,

91781 WISSOUS

☎ **01 49 75 84 00** – Télécopie : 01 49 75 84 01

dr-orly@douane.finances.gouv.fr

Direction régionale des douanes et droits indirects de Roissy voyageurs

Rue du Signe BP 10108, 95701 ROISSY CDG

☎ **01 48 62 35 49** (DI) – Télécopie : 01 48 62 65 64

dr-voyageurs-roissy@douane.finances.gouv.fr

BORDEAUX

Direction régionale des douanes et droits indirects de Bordeaux

1, quai de la douane BP 60, 33026 BORDEAUX

☎ **05 57 81 03 60** – Télécopie : 05 56 44 82 46

dr-bordeaux@douane.finances.gouv.fr

LENS

Direction régionale des douanes et droits indirects de Dunkerque
2, rue de Paris BP 6531, 59 386 DUNKERQUE Cedex 1

☎ **03 28 29 25 50** – Télécopie : 03 28 61 33 27

dr-dunkerque@douane.finances.gouv.fr

MARSEILLE

Direction régionale des douanes et droits indirects de Marseille
48, avenue Robert Schuman, 13224 MARSEILLE Cedex 02

☎ **04 91 14 14 91** – Télécopie : 04 91 56 26 60

dr-marseille@douane.finances.gouv.fr

MONTPELLIER

Direction régionale des douanes et droits indirects de Montpellier
18, rue Paul Brousse, 34 056 MONTPELLIER Cedex 1

☎ **04 67 20 44 00** – Télécopie : 04 67 58 79 15

dr-montpellier@douane.finances.gouv.fr

NANTES

Direction régionale des douanes et droits indirects de Nantes
7, place Mellinet, BP 78 410, 44184 NANTES Cedex 04

☎ **02 40 44 34 00** – Télécopie : 02 40 73 37 95

dr-nantes@douane.finances.gouv.fr

SAINT-ÉTIENNE

Direction régionale des douanes et droits indirects de Lyon
6, rue Charles Bienner, BP 2353, 69215 LYON Cedex 02

☎ **04 72 77 39 00** – Télécopie : 04 78 42 88 39

dr-lyon@douane.finances.gouv.fr

TOULOUSE

Direction régionale des douanes et droits indirects de Midi Pyrénées
7, place Jourdain, BP 825, 31080 TOULOUSE Cedex 06

☎ **05 62 15 12 50** – Télécopie : 05 61 21 81 65

dr-midi-pyrenees@douane.finances.gouv.fr