



# Lyon - City Business Guide

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## Overview

France's second largest economic center, Lyon strategically connects Northern Europe and the Mediterranean. These dual influences can be viewed in the city's architecture, cuisine and business culture. Recent growth in its research and development sector means that the Lyon area counts 600 r & d facilities. Pharmaceuticals, high technology, software, banking, clothing and textiles are the city's other major industries. Lyon is home to several international companies as well as a myriad of small and mid-sized firms.

Noted for its architectural richness by UNESCO's World Heritage List since 1998, the city treats visitors and residents to a nightly spectacle as more than one hundred of its most distinguished buildings are attractively lit. Lyon is also renowned for its gastronomic achievements fine combinations of French and Mediterranean flavors.

## Business Etiquette

\* Attire for professional contexts tends to be very formal.

\* In the business setting, women should be addressed as "Madame," and men as "Monsieur."

\* When scheduling your meetings, remember that with five weeks of vacation entitled to them by law, many French employees take several weeks off in the summer. Some companies even close operations for the month of August.

\* Wine is a customary part of meals, including at business lunches, and a lot of thought goes into pairing wine with the dishes.

\* Service charges and taxes are included in restaurant prices. Though not mandatory, small tips (going up to 5% in finer establishments) are the norm.

\* There is no custom of the "doggy bag" here. Do not request to have leftovers packed to take with you.

\* Smoking is accepted in many places but you should always ask before lighting up.

## Chamber of Commerce

**Chamber of commerce and industry of Lyon** *Place de la bourse 69002 Lyon; Tel : +33 4 72 40 58 58 or +33 821 231 251*

**Italian Chamber of Commerce** *8, rue Joseph Serlin 69001 Lyon; Tel.: +33 (0)4 72 00 32 40*

**Japan External Trade Organization (JETRO)** *20, Place Louis Pradel 69001 Lyon; Tel.: +33 (0)4 72 98 07 07/07 08 ; www.jetro.go.jp/france/lyon*

**World Trade Center Lyon** *Place de la bourse 69002 Lyon; Tel.: +33 (0)4 72 40 57 52 ; www.wtc-lyon.com*

## Embassies and Consulates

**Brazil** *68ter, rue Chazière 69004 Lyon; Tel.: +33 4 78 39 43 29*

**Czech Consulate** *4, boulevard Eugène Deruelle 69003 Lyon; Tel.: +33 4 78 62 23 24*

**Germany** *33, boulevard des Belges 69006 Lyon; Tel.: +33 4 72 69 98 98*

**Italy** *5, rue du Commandant Faurax 69006 Lyon; Tel. : + 33 4 37 47 83 78*

**Japan** *131, Boulevard Stalingrad, 69100 Villeurbanne; Tel. : +33 4 37 47 55 00*

**Mexico** *47, rue Sergent Michel Berthet 69009 Lyon ; Tel. : +33 4 72 85 73 95*

**U.K.** *24, rue Childebert 69002 Lyon; Tel.: +33 4 72 77 81 70*

**U.S.** *1 quai Jules Courmont 69002 Lyon; Tel.: +33 4 78 38 36 88*

**Netherlands** *104 rue Prés Edouard Herriot 69002 Lyon; Tel.: 04 78 37 45 97*

## Business Centers

Most large hotels also have business centers that offer many of the same services that independent centers provide.

**Regus Immeuble 'Danica' B, 21, avenue Georges Pompidou 69003 Lyon; Tel: +33 (0)4 72 91 30 00**

**Multiburo Locartis** *1, boulevard Vivier Merle 69003 Lyon; Tel.: +33 4 26 29 85 85; www.multiburo.com*

**Multiburo Locartis** *10, place Charles Beraudier - Immeuble l'Orient 69003 Lyon; Tel.: +33 4 26 68 70 70; www.multiburo.com*

**World Trade Center Lyon** *Place de la Bourse 69002 Lyon; Tel.: +33 (0)4 72 40 57 52; www.wtc-lyon.com*

**BFI Lyon Part-Dieu** *5, place Charles Béraudier ; Tel.: +33 4 72 33 13 82*

## Conference and Exhibition Centers

**Palais des Congrès Lyon Convention Center** *50, quai Charles de Gaulle 69006 Lyon; Tel.: +33 (0)4 72 82 26 26*

**EurExpo Exhibition Center** *Avenue Louis Blériot BP 190, 69686 Chassieu Cedex; Tel.: +33 (0)4 72 22 33 44*

**Tony Garnier Hall** *20, place Antonin Perrin 69007 Lyon; Tel.: +33 (0)4 72 76 85 85*

## Translation Offices

**Infolangues** *52, avenue Barthélemy Buyer 69009 Lyon; Tel.: +33 (0)4 78 36 11 11*

**James Brannan** *34, rue Commandant Fuzier 69003 Lyon ; Tel. : +33 6 07 90 81 90*

**Kern** *54, rue de la République 69002 Lyon, Tel : +33 (0)4 78 37 83 73*

## Courier/Messenger Services

**DHL Airborne Express** *Tour Crédit Lyonnais/La Part Dieu 129 rue Servient, 69003 Lyon ; Tel. : +33 (0) 820 20 25 25/80 80 ; +33 4 72 71 71 90*

**RAC** *77, rue Jaboulay, 69007 Lyon; Tel.: +04 72 76 08 08*

**FedEx** *Tel.: + 33 (0) 820 123 800 (toll-free within France)*

**UPS** *Tel.: +33 (0)8 00 87 78 77 (toll-free within France)*

## Internet Connection Place

All upper-range and most medium-priced hotels are equipped with dataports that allow guests to use laptop computers. Many hotels also offer business centers equipped with computers and Internet access. Outside hotels, cyber cafes are available including:

**Café du Bout du Monde** *3, rue Austerlitz 69000 Lyon; Tel. : +33 4 72 98 39 08*

**Planète Net Phone** *21 rue Romarin 69001 Lyon; Tel. : + 33 4 78 30 65 88*

## Visas & Customs

Citizens of Brazil, Czech Republic, Germany, the Republic of Korea, Italy, Japan, Mexico, the U.K., and the U.S. do not need a visa to enter France.

Citizens of the People's Republic of China must apply for a visa.

Duty-free allowances are 200 cigarettes or 100 cigarillos or 50 cigars or 250g of tobacco; 1 liter of spirits with an alcohol content exceeding 22% by volume or 2 liter of spirits or liquors with an alcohol content not exceeding 22% by volume; 50g of perfume and 250ml of eau de toilette and personal goods up to the value of 183 EUR. However, there are now no limits imposed on tobaccos and alcohol from one EU country to another.

## Phone Information

The International Dialing Code for France is 33. The city code for Lyon is (0)4.

## Emergency Phone Numbers

**Police** 17

**Fire** 18

**Ambulance** 15

**SOS Help (English-language crisis line)** Tel.: +33 (0)1 46 21 46 46

## Tips and Rules for Use of Phone in Country

When making calls within France, you need to add "0" in front of the area code. You do not need to dial "0" when calling Lyon from abroad. Directory assistance is 12. Toll-free numbers begin with "800," while premium numbers begin with "08". Public phones are widely available, and most public phones accept only calling cards.

## Tips and Rules for Use and Rental of Mobile Phones

Cellular numbers start with "06". GSM is the cellular standard in France. SFR, Orange France, and Bouygues Telecom are the main cellular providers. If you choose to bring your cellular phone into France, be sure to check with your home cellular service provider to establish compatibility of your phone with systems abroad. Rent a locally compatible cellular phone before you arrive to obtain reasonable rates and reliable service.

## Money

As of January 1, 2002, euro became the official currency. Euro notes are available in denominations of 5 EUR, 10 EUR, 20 EUR, 50 EUR, 100 EUR, 200 EUR, and 500 EUR, while coins are in 1, 2, 5, 10, 20, 50 cents, and 1 EUR and 2 EUR. The euro is divided into 100 cents. Foreign currency can be exchanged at banks, hotels, airports, train stations, and authorized foreign currency exchange offices. ATMs are available throughout the country.

Traveler's checks are accepted widely. Most businesses accept Visa, MasterCard and American Express. Diners Club is less common. You may be required to enter your four-digit PIN number, so you should be sure to have this information.

## Tippping

**Restaurants** A 15 percent service charge is usually added to the bill, unless the menu says service non compris or service en sus when you should add your own 15 percent; an additional small tip for good service is always welcome

**Bars** Service is usually included, but it's customary to leave a euro or two or just round up the charge

**Airport skycap/porter** 1 EUR to 1.5 EUR per piece of luggage

**Taxis** 10 percent of the fare

**Hotel bell desk** 1.5 EUR per piece of luggage

**Hotel housekeeping** 1.5 EUR per night

**Hotel room service** Service charge is usually included, but round it up or leave another 1 EUR

**Parking attendant/valet** 1 EUR to 1.5 EUR

**Haircare/personal services** 10 percent of the charge

## Time Difference

France is in the Western European Time Zone, which is Greenwich Mean Time plus one hour. It observes Daylight Savings Time from the last Sunday in March to the last Sunday in October.





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## VAT & Taxes

VAT is 19.6% and is always included in the posted price.

## Voltage

Electricity is 220-240V AC, 50Hz. Plugs are round with either two or three pins.

## Local Transportation

Driving in Lyon is not as challenging as other large European cities. However, you may not want to rent a car since Lyon offers an excellent public transit system. With four different lines serving 40 stations, the Metro network, Lyon's public rail service, is clean and convenient. Tickets can be bought individually, in books of ten, or in the form of a month-long pass. Taxis can be hailed in the street, be found at taxi stands, or be ordered by telephone.

## Health Info

France requires no special immunizations or health precautions. France has one of world's top healthcare systems, and the emergency rooms are well equipped. Pharmacies in Lyon take turns staying open after hours - lists are posted in the pharmacy windows. Access to prescription and over-the-counter drugs in France are excellent.

## Climate

Lyon enjoys a temperate climate for the most part. Average spring and summer temperatures fall into the range of 10 to 15 degrees Celsius. Rain showers are frequent. Summer weather can be hot and humid, with temperatures sometimes exceeding 30 degrees Celsius. Winters are generally cold, with temperatures hovering around freezing, and sleet and snowfall is not uncommon.

## Public Holidays

- \* **New Year's Day** January 1
- \* **Good Friday** Friday before Easter (not official but widely observed)
- \* **Easter Sunday** in mid-March or early April
- \* **Easter Monday** Monday after Easter
- \* **Ascension Day** Sixth Thursday after Easter
- \* **Labor Day** May 1
- \* **1945 Victory Day** May 8
- \* **Bastille Day** July 14
- \* **Assumption** August 15
- \* **All Saints Day** November 1
- \* **Remembrance Day** November 11
- \* **Christmas** December 25

## Where to Eat

At **La Mère Brazier** a beautiful setting complements the excellent food, like Bresse chicken, artichoke hearts on foie gras, truffle crêpes. Lyon's most famous dining establishment is probably **Paul Bocuse**; regional Lyonnaise cuisine is featured at this venue named for the world-renowned chef. Exquisite, innovative dishes are served at **Orsi**, in a sumptuous interior. **Café des Fédérations** features a quality Lyonnaise menu and inviting atmosphere. A landmark in the Lyon gourmet scene is **Alain Chapel**, located in a 19th century post office. **La Meunière** is an excellent "bouchon" with a delicious prix-fixe menu of local specialties. For a sophisticated and fine diner, with original culinary creations as well as traditional Lyonnaise recipes, try **Léon de Lyon**, an upmarket brasserie, whose huge interior is divided into intimate and warmly panelled smaller dining areas.

## Local Gift Ideas

Lyon is famous for its fine, sensuously tactile silks available in a range of colors and prints. Some of the fashion industry's key players visit Lyon to purchase silk. Shops along rue Auguste Comte have good selections of other items making good gifts such as Lyon marionettes, crafts and antiques. Lyon is also known for its chocolates, in particular, those of Bernachon. International luxury brands can be found in the boutiques on rue du Président Edouard-Herriot, rue de la République and in the Centre Commercial de la Part-Dieu.

## Leisure Time

Old Lyon is epitomized by Fourvière Hill, on top of which sits the Basilica of Fourvière, with its unrivalled viewpoint. France's largest concentration of Renaissance architecture can be found in the old town. Examples of other architectural styles are embodied in many of the city's religious sites, for instance the Roman-style St. Marin d'Ainay Abbey, Gothic St. Nizier Church and Baroque St. Bruno des Chartreux Church. Lyon's many distinguished museums include the Fine Arts Museum, the Historical Fabric Museum, the Lumière Institute and the Contemporary Art Museum. Performing arts are also very much alive in Lyon, where the concert program includes classical music, contemporary artists and traditional French compositions. One of the city's musical landmarks is the Lyon Opera House. At night many of these buildings are lit, creating an enchanted cityscape.

Lyon's many gardens and green spaces offer calm and beauty to the visitor. The Parc de la Tête d'Or, Jardin des Chartreux, Parc Gerland and Parc des Hauteurs are among the most lovely. Lyon Verger, Poche Noire and the Golf Club of Lyon are among the area's several prestigious golf courses. It is also a short distance from Lyon's center to 180 alpine ski resorts, making the city a popular destination in ski season. Also close by is the Grotto of Balme area. The lake, waterfall and other wonders in this space have earned it a reputation as one of the country's most beautiful nature areas.

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