

FOUNDATION FOR THE SAFE-KEEPING AND DEVELOPMENT OF THE CHANTILLY DOMAIN

Visits Department – 60500 CHANTILLY

Tel.: +33 (0)3 44 21 37 80 – Fax: +33 (0)3 44 54 90 73

Recognised as a public interest foundation by decree of 10 August, 2005 published in the Official Journal on 11 August, 2005

CHÂTEAU DE CHANTILLY **GENERAL BOOKING TERMS AND CONDITIONS FOR GROUPS**

- All booking requests must be made at the Visits Department, either by fax +33 (0)3.44.54.90.73, by email reservations@chateaudechantilly.com or mail. The booking becomes firm once a copy of the contract is signed by the client and returned to the Bookings Department.
- The Visits Department reserves the right to change the times and/or dates requested by the group depending on existing bookings.
- Groups must be at the Ticket Office of the Château at least 15 minutes before the arranged time of the visit. In case of late or deferred arrival or unforeseen circumstances, the client must inform the contractor as soon as possible by calling either **+33 (0)3 44 27 31 80** during the week, or **+33 (0)3 44 62 62 77** during the week-end. Unused services because of a delay are still charged for and are not subject to any refund.
- The number of participants per tour guide or lecturer is limited. Groups can therefore be split into several smaller groups.
- ***In case of large crowds, the management of the château reserves the right to cancel guided tours in the period rooms, without any prior notice or fare adjustment. Visits in the period rooms are therefore individual, without any commentary. If the museum is partially closed, prices remain unchanged. Guided tour times of the period rooms are indicative only and not contractual in any way.***

CANCELLATION – WITHDRAWAL

All cancellations must be notified by registered letter, fax or email to the Bookings Department. Apart from administration fees, cancellation on behalf of a client incurs a penalty depending on the services booked and the cancellation date:

- Cancellation until the day preceding the visit: 50% penalty of booked services.
- Cancellation on the day of the visit or in case of no-show: all services will be charged for.

If the number of participants is less than 20, individual rates apply.

Complimentary Tickets Strictly Reserved to:

Teachers (by appointment for a preparatory visit)
One chaperon for every 8 children (aged 4-18)
The tour leader of a group of adults
Tour guides and lecturers accompanying their groups (supporting documentation required)
Coach drivers accompanying their groups (supporting documentation required)

Supplementary Conditions for Visits Outside Regular Opening Hours.

A minimum number of 30 people is charged for visits conducted outside regular opening hours. For these visits, the participation of lecturers or tour guides is absolutely necessary. Surveillance services are also charged for at the minimum rate of 2 hours per visit. The number of agents assigned is contingent on the number of participants.

Supplementary Conditions for Boat and Train Rides.

The number of participants per train and per boat is restricted. Groups can therefore be split into several smaller groups. The château de Chantilly can offer a 54-passenger capacity train and 3 boats with an 11-passenger capacity each.

- The number of people in the group must be confirmed 7 clear days before the date of the visit.
- If the group arrives at the departure point more than 15 minutes behind schedule, as printed on the booking voucher, the tour is delayed depending on the train and the boats' availability, without any kind of compensation possible.
- In case of delay or unforeseen circumstances, please inform the Visits Department as soon as possible by calling either **+33 (0)3 44 27 31 80** during the week, or **+33 (0)3 44 62 62 77** during the week-end.

www.chateaudechantilly.com

reservations@chateaudechantilly.com

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LIVING MUSEUM OF THE HORSE **GENERAL BOOKING TERMS AND CONDITIONS FOR GROUPS**

All booking requests must be made at the Visits Department, either by fax +33 (0)3.44.54.90.73, by email reservations@chateaudechantilly.com or mail. The booking becomes firm once a copy of the contract is signed by the client and returned to the Bookings Department.

- The Visits Department reserves the right to change the times and/or dates requested by the group depending on existing bookings.

Complimentary Tickets Strictly Reserved to:

Teachers (by appointment for a preparatory visit)

One chaperon for every 8 children (aged 4-18)

The tour leader of a group of adults

Tour guides and lecturers accompanying their groups (supporting documentation required)

Coach drivers accompanying their groups (supporting documentation required)

Contractual Relationships

The prices mentioned in the booking are applicable for the current season. Once the booking is confirmed, the Living Museum of the Horse cannot retroactively apply occasional rebates and promotional offers.

Terms of Payment

Payment can be made directly to the museum on the day of the visit, or on invoice with subsequent presentation of vouchers, purchase orders or administration bonds.

Supplementary Conditions for the Shows

Tickets cannot be redeemed or refunded. For shows and activities, all tickets must be paid whilst booking.

Changes or Cancellation

Change requests (of confirmed bookings) must be mailed to the Living Museum of the Horse and are reflected contingent on availabilities.

All cancellations must be notified by registered letter, fax or email to the Bookings Department. Show cancellations are not subject to any refund.

Apart from administration fees, cancellation on behalf of a client incurs a penalty depending on the services booked and the cancellation date:

- Cancellation until the day preceding the visit: 50% penalty of booked services.

- Cancellation on the day of the visit or in case of no-show: all services will be charged for.

If the number of participants is less than 20, individual rates apply.