

Terms and Conditions

1.General.

1.1 CHATEAU DE VILLETTE is represented by the SARL Immobilière de Villette, Lieu-dit Villette, 58170 Poil, France and is registered at the Chambre of Commerce in Nevers under the siren n° 621 880 186.

1.2 Your trip agreement with CHATEAU DE VILLETTE is made up of the following:

- A. Proposal
- B. These terms and conditions

1.3 There will be no binding agreement for your trip until payment of the reservation deposit shown in the proposal or on the invoice is received.

1.3 The trip agreement is made by CHATEAU DE VILLETTE with the person who agreed with our proposal, even though payments may be made by others, and every person paying a deposit is bound by these terms and conditions.

2.Pricing

2.1 Inclusions and exclusion

unless otherwise specified, pricing is as set out in the proposal and our package price for the trip includes all activities, all accommodation in the château, all meals.

Unless otherwise specified, pricing is excluding drinks, tips, cancellation insurance, partners, additional accommodation and meals, and transport.

Please note that Chateau de Villette only offers complete trips with a package price.

In the event of cancellation the total package price will still be applied.

We normally only offer gastronomic packages in conjunction with accommodation, meals on the Chateau de Villette estate.

2.2 Please note that it is customary for the visitors to personally tip the staff at the end of your visit.

3. Payment

3.1 A reservation deposit of 50% of the total cost (1st installment) of the trip is required to confirm a reservation.

Remainder of the total cost (2nd installment) of the trip will be due 9 weeks before the arrival date of the trip.

If you are booking within 9 weeks of the arrival date, then full payment is required from you at the time of booking.

Final (additional activities, drinks, etc.) invoice is to be paid upon departure. This final invoice can only be paid by American Express, VISA or Mastercard, bank transfer or in Euro's.

Without a full reservation deposit (1st installment) on the due date, CHATEAU DE VILLETTE reserves the right to cancel any dates held as an option for a reservation. Failure to pay the remainder (2nd installment) on the due date, may result in losing the reservation deposit and the reservation for the trip.

3.2 Payment for your trip should be made in Euro's.

We accept Master Card, Visa Card, and American Express or bank transfer

Any applicable bank charges are the responsibility of the remitter.

To ensure that your account is credited correctly please reference all payment, whether by cheque or bank transfer, with your name and the booked shoot dates.

4. Your Responsibilities

4.1 It is your responsibility to take out a cancellation insurance.

Unforeseen events (such as adverse weather, natural disasters, epidemics, strikes etc.) can make your trip expensive and we strongly recommend that you take out adequate cover. If you have an existing policy we recommend that you check the level of cancellation cover offered, as this may not be adequate to cover you for the entire cost of your trip. Your deposits will be forfeited in case of cancellation outside our control.

4.2 All members of the party must behave in a safe and responsible manner during the activities. You must take part in the briefing given and promptly comply with all instructions given by the organising manager.

5. Changes

Changes to the trip or persons taking the trip

By YOU:

5.1 A change must be requested in writing by the person responsible for the booking.

5.2 If you or any person on the trip is prevented from travelling, CHATEAU DE VILLETTE will agree to that person's booking being transferred to another person who satisfies all the Terms and Conditions. CHATEAU DE VILLETTE must be given reasonable notice of the transfer request, which is considered to be at least 14 days prior to the outward departure date, so that we can still process a French Temporary License.

5.3 CHATEAU DE VILLETTE will assist you if you wish to make changes to your booked trip but cannot guarantee that relevant suppliers will agree to your changes.

By CHATEAU DE VILLETTE:

5.4 It is unlikely that CHATEAU DE VILLETTE will have to change your booking but trip arrangements are made many months in advance and CHATEAU DE VILLETTE is dependent upon a number of essential suppliers. CHATEAU DE VILLETTE therefore reserves the right to do so. trip services can be changed, delayed or cancelled because of circumstances outside our control. This can cause disappointment and impose further costs which CHATEAU DE VILLETTE reserves the right to charge to you.

5.5 If CHATEAU DE VILLETTE makes a significant change to an essential term of the trip contract before departure then CHATEAU DE VILLETTE will notify you as soon as possible. You can either: have a full refund; or accept a substitute package from CHATEAU DE VILLETTE of equivalent or closely similar standard and price if one is available; or choose a substitute package of a lower standard to the trip arrangements booked together with a refund of the difference in price.

If the client is accepting a substitute package from CHATEAU DE VILLETTE, any deposit(s) previously received, are non refundable.

6. Cancellation

By YOU:

6.1 You may cancel the trip agreement when deposits have not yet been received

6.2 The first or reservation deposit is non-refundable.

6.3 In case of cancellation within 9 weeks prior to arrival the entire amount for the entire proposal is due and non-refundable.

By CHATEAU DE VILLETTE:

6.4 CHATEAU DE VILLETTE will notify you as quickly as possible of any cancellation.

6.5 CHATEAU DE VILLETTE may cancel the trip if you do not pay a deposit on time and CHATEAU DE VILLETTE may retain the deposit you have paid before.

6.6 trip arrangements are made many months in advance and CHATEAU DE VILLETTE is dependent upon many factors. Therefore CHATEAU DE VILLETTE reserves the right to cancel, but you will be entitled to either:

Have a full refund; or

accept a substitute package from CHATEAU DE VILLETTE of equivalent or closely similar standard and price, if one is available; or

choose a substitute package of a lower standard to the trip arrangements booked together with a refund of the difference in price.

If the client is accepting a substitute package from CHATEAU DE VILLETTE, any deposit(s) previously received, are non refundable.

7. Limits on liability and compensation

7.1 CHATEAU DE VILLETTE accepts responsibility, subject as limited by these terms and conditions, for supplying to you all trip services booked by you, even though CHATEAU DE VILLETTE will have engaged independent suppliers to provide certain of these services. For the avoidance of doubt CHATEAU DE VILLETTE is not responsible for and has no liability for the acts or omissions of persons who are not acting as its employees or suppliers

7.2 CHATEAU DE VILLETTE will have no liability to pay compensation to you for any failure to properly perform the trip agreement or to behave in an unreasonable way, where the failure is attributable to you. Examples would be that any member of your party is acting in an unsafe or irresponsible manner, or fails to meet all the legal requirements.

7.3 CHATEAU DE VILLETTE will have no liability to pay compensation to you for any failure to properly perform the trip contract, where the failure is:

Attributable to a third party unconnected with the provision of the trip services, and which was unforeseeable or unavoidable

Due to unusual and unforeseeable circumstances beyond CHATEAU DE VILLETTE's control. The consequences of which could not have been avoided even if all due care had been exercised

Due to an event which CHATEAU DE VILLETTE, even with all due care, could not foresee or forestall. Examples of the above circumstances would be war, riot, civil strife, industrial dispute, terrorist activity, actions of governments or other state bodies, poachers, unavoidable technical problems with transport, machinery or equipment, power failure, natural or nuclear disaster, avalanche, fire, adverse weather conditions or levels of water in rivers, or that any of the above are threatened.

8. Complaints

If you have a complaint about your trip then you should immediately contact CHATEAU DE VILLETTE's representatives : Mr or Mrs C. Stork, even while on trip, because matters are most easily resolved on the spot where we can see and understand the exact nature of the problem you have. It is unreasonable to take no action while you are on trip, then complain afterwards.

If CHATEAU DE VILLETTE's representative cannot sort out your problem before you return home then you should contact CHATEAU DE VILLETTE within 28 days of returning home. If you do not complain within that period then this may affect

CHATEAU DE VILLETTE's ability to investigate your complaint and may impact on the way that your complaint is dealt with.

9. Law and Jurisdiction

Any dispute between you and CHATEAU DE VILLETTE will be governed by the laws of France. Any legal action concerning your trip or these booking terms shall be brought in the French Courts.