



## **Terms & Conditions**

***These Terms and Conditions apply to ALL bookings.***

***A confirmed booking implies consent with these terms & conditions:***

The Château, apartments and studios are available for a minimum of three nights (excluding July and August which is a 7-night minimum)

The reservation is exclusive and private – if the Château alone is booked then the apartments and studios are closed to other external bookings.

### **BOOKING**

Please inform Château de Chanzé at the time of booking of any special requirements to enable us to meet your needs.

All booking requests will remain provisional until confirmed by a deposit payment.

### **PAYMENT**

Château de Chanzé accepts the following methods of payment in € Euros: Credit Card (via PayPal - registration not necessary) or Bank Transfer (bank fees paid by guest).

### **DEPOSIT & FULL PAYMENT**

A 30% deposit is required to make a booking (or full payment if booking within 4 weeks of arrival).

Full payment is required 4 weeks prior to the arrival date.

### **AMENDMENTS AND CANCELLATIONS**

We will do our best to accommodate increased guest numbers within the constraints of our facilities. Any increase in numbers shall be charged according to our rates.

Where the booking permits, any change to the arrival date, departure date or room type is subject to availability at the time the change is requested and may result in a possible rate change.

Any alterations to the reservation made by the client will be confirmed by email.

Any reservations canceled prior to the cancellation period will incur a 5% booking charge to cover the costs implemented by processing the booking.

Bookings must be canceled 12 weeks prior to the arrival day to avoid losing the deposit.

Full payment is non-refundable\* if the booking is canceled 4 weeks or less prior to the arrival day.

\*Full payment will only be refunded if Château de Chanzé is able to re-hire the facilities, at the full rack rate.

## **GROUP BOOKINGS – EVENTS - VISITORS**

The guest who makes the booking will become the group leader and is responsible for ensuring all their guests understand the Château's house rules.

Any amendments must be carried out through the group leader to avoid any confusion.

The guest is responsible for the behavior of their guests at the Château and in particular for the orderly conduct of guests attending any function or staying in the Château or otherwise making use of the services.

**EVENT SURCHARGE** - A supplementary event fee is charged for any event or activity held on the property where extra guests will be attending or additional planning or assistance is required of the owners (see supplementary charges).

**DAY GUESTS** - Visitors are not authorized access to the property without prior consent.

## **ROOM ALLOCATION**

Rooms are allocated based on the number of guests.

Couples are accommodated in double rooms and single guests share one room with two beds. A room configuration is planned in advance with the lead guest.

## **CHÂTEAU HEATING COSTS**

Advance notice is required if you wish to utilize the Château central heating and will be charged accordingly (see supplementary charges)

## **CAMPING**

Camping and Campervans are not permitted on the property.

## **CHECK-IN**

Bedroom accommodation is guaranteed for 4pm arrival. All confirmed accommodation will be held for a late arrival.

You will be greeted upon arrival and guided to your accommodation.

## **CHECK-OUT**

Guests are requested to vacate the property prior to 11 am on the day of departure.

Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of the Château.

Please leave the kitchen free of food, dishes cleaned and everything where you found it and in a tidy condition. BBQ to be cleaned and returned to its storage area. All glass bottles to be disposed at the recycle center.

## **CHILDREN**

Children are welcome, but are at all times under full parental responsibility, as regards to their personal safety, that of the antique furniture and peace of other guests.

Any damage and/or soiling caused by the child will be subject to a repair or replacement charge.

Children hoping to swim **MUST** be experienced swimmers or supervised by an adult. The River is unfenced but usually shallow and slow moving.

## **PETS**

No animals are permitted into the Château except guide dogs. Please advise in advance.

## **TV & INTERNET**

There is no TV reception however a flat screen, DVDs and player is provided.

Internet access is available around the Pool and the Pool Lounge.

## **SWIMMING POOL**

The Pool is open from 9am to 9pm from mid-May to mid-September.

Absolutely NO GLASS is permitted IN the swimming pool. Glassware is permitted around the pool by the seating areas however guests must advise management of any breakages and make every attempt to clean it up.

## **LIABILITY AND RESPONSIBILITY OF THE CHÂTEAU**

Château de Chanzé does not accept liability for loss or damage to any object, equipment, stock or any other property brought onto the premises by the guest or persons authorized by the Guest. Storage can be provided for the convenience of the Guests but it excludes liability for the loss or damage of those items.

## **EVENTS BEYOND THE CHÂTEAU'S CONTROL**

The Château shall not be liable for failure to provide or delay in providing accommodation, function rooms, equipment and other facilities as a result of events out of its control. These include events arising from:

Extreme weather conditions; interruption or failure of electric power, gas or water; natural disasters including flood, fire, earthquake or windstorm; collapse of building structures, failure of equipment; fire, explosion or accidental damage; any other act or event which is beyond the Chateau's reasonable control - strikes, industrial action or pandemics.

The management of Château de Chanzé will try to avoid any inconvenience to the guest.

## **SECURITY DEPOSIT & INSURANCE**

A refundable security deposit of €1000 is required to insure against any damage to the Château or to cover any extraordinary cleaning of the property. The deposit will be refunded no later than 5 working days after departure and subject to an inspection by management. The Security Deposit will be requested 7 days prior and can be made by Credit Card (via PayPal).

Château de Chanzé reserves the right to further claim against the guest for any damage, loss or injury sustained by the property, furnishings, fittings or equipment of Château de Chanzé or management due to any malicious or negligent damage caused by the guest or a member of the group not covered by the Security Deposit.

It is recommended that all guests take out trip cancellation insurance as well as liability and medical coverage as the management accept no responsibility for accidents, loss, injury or damage sustained by any occupant of the property.

## **COMPLAINTS**

If you have any complaint to make regarding any area of Château de Chanzé you must bring it to the attention of Management during your stay. We will then have the opportunity to rectify any problems and help ensure you have an enjoyable stay.