

General Terms and Conditions of Sale Château de Wallerand

1. **Subject and Scope.** These General Terms and Conditions of Sale (GTC) apply as of right to all service provisions and product sales concluded between the Château de Wallerand (hereinafter the "Establishment") and its clients (hereinafter the "Client"). Their purpose is to define the conditions under which the Establishment provides its services of accommodation, catering, room rental, event organization, Spa, Cocktail Parties, and others. Any reservation or order implies the Client's unreserved acceptance of these GTC.

2. Reservation and Confirmation

- Any reservation must be guaranteed by the payment of a deposit or by a valid credit card.
- The reservation is only considered firm after receipt of the deposit and/or a written confirmation from the Establishment.
- The Establishment reserves the right to cancel a reservation if payment is not received within the agreed-upon timeframe.

3. Prices and Payment Terms

- The prices of the services are indicated in euros (€) and include all taxes (TTC).
- Prices are based on the rates in effect at the time of reservation.
- Payment can be made by bank card, bank transfer, or cash.
- A 50% deposit is required for the reservation of rooms and the orangery.
- For weddings and other large events, the full amount of the service (100%) is due 7 days before the event date. This includes a 50% deposit upon ordering, then 25% of the remaining amount one month before the event date, and finally, the remaining 25% at J-7 (7 days) before the event date.
- In case of an initial quote overrun during an event, the invoiced amounts will be payable on-site on the day of departure from said event.

4. Cancellation and Modification

- Any cancellation must be notified in writing (email or registered mail).
- The following cancellation conditions apply:
 - Cancellation more than 30 days before the arrival date: the deposit is refunded.
 - Cancellation between 30 and 15 days: 50% of the deposit is retained.
 - Cancellation less than 15 days: the entire deposit is retained.
- In the event of a no-show, the total amount of the service initially reserved will be billed.

5. Arrival and Departure

- The check-in and check-out times are set as follows: Arrival from 3 p.m., Departure by 11 a.m.
- Any departure after the agreed-upon time may result in additional charges.

6. Responsibilities

- The Establishment declines all responsibility in the event of theft, loss, or damage to clients' property on the premises, including in the rooms, halls, and parking lots.
- The Client is responsible for any damage, whether intentional or unintentional, that they cause to the Establishment or its equipment (including dishes and glassware). The cost of repairs will be their responsibility.

7. Applicable Law and Disputes

- These GTC are subject to French law.
- In the event of a dispute, and after an attempt at amicable resolution, the French courts will have sole jurisdiction.