DOMAINE
DE CHAUMONT-SUR-LOIRE

DOMAINE REGIONAL DE CHAUMONT-SUR-LOIRE

GENERAL TERMS AND CONDITIONS OF SALE

INDIVIDUAL & GROUPS

2026

FOR TOURISM PROFESSIONALS

Document consisting of 8 pages numbered from 1 to 8

ARTICLE 1: SCOPE OF APPLICATION – THE PARTIES

These general terms and conditions apply between:

The EPCC Domaine Régional de Chaumont-sur-Loire (Siret No. 50787185300010), a public cultural cooperation institution, the Domaine's restaurants and the hotel-restaurant Le Bois des Chambres (Siret No. 50787185300036), which constitute a separate establishment with its registered office at the following address: Domaine de Chaumont sur Loire, 41150 CHAUMONT-SUR-LOIRE, France, hereinafter referred to as “the Domaine” ."

And

any natural or legal person representing an association, public authority, works council, company, or group of companies contracting with the Estate for the purchase of tickets in advance and/or the provision of tours, group catering, room rentals, or overnight stays, hereinafter referred to as “the Customer.”

ARTICLE 2: FORMATION OF THE CONTRACT AND PAYMENT

The contract between the customer and Domaine de Chaumont is formed upon receipt by Domaine de Chaumont of:

- the quote, dated and signed, for reservations for tours and activities, catering, accommodation, room hire, provision of equipment, admission tickets, and staff costs;
- acceptance of the GTC.

As a public institution, Domaine de Chaumont issues notices of amounts payable, which are payable upon receipt by the Customer

- by mail and by check made payable to the Public Treasury
- by bank transfer
- remotely by credit card
- on site by credit card, check, or cash (within the legal limit of €1,000 maximum).

In the event of non-payment of the amount by the customer on the due date, the Public Treasury shall be entitled to claim payment, to which shall be added late payment penalties set at one and a half times the legal interest rate, payable upon receipt of the notice informing the Customer.
In the event of non-payment of the amount due by the participant, if the participant is not the Customer, the Customer will be liable for the debt.

ARTICLE 3 : RATES

3.1 Application of rates

The admission charges applied by the EPCC Domaine Régional de Chaumont-sur-Loire were the subject of a resolution by the Board of Directors on 13 April 2026.
The low season rate applies from 1 January to 23 April 2026.
The high season rate applies from 24 April to 31 December 2026.

Group rates are only applicable to a minimum order of 20 tickets by an association, works council, company, group of companies, or any other group (members of an association, works council, company, or group of companies) of at least 20 people.

The prices in effect are those listed in the appendix to these terms and conditions on the date of the visitor's order. Prices are in euros, including tax, excluding delivery costs and tourist tax.

The prices of food and accommodation may be changed at any time by **the Estate. The prices listed are only valid on the date of the order and do not apply in the future.**

3.2 Free admission

3.2.1 Reception and visits
Free admission is granted to the driver(s) and school escort(s), with a limit of one escort per group of five children in kindergarten, one per eight children in elementary school, and one per ten children above that age.

3.2.1 Reception and visits

For every 25 visitors, we offer free admission to the 26th visitor; for every 51 visitors, we offer free admission to the 26th and 52nd visitors, and so on.
One free admission is granted for the driver(s) and school escort(s), with a limit of one escort per group of five children in kindergarten, one per eight in elementary school, and one per ten beyond that.

3.2.2 Catering
For every 25 paying guests, we offer the 26th meal free of charge; for every 51 paying guests, we offer the 26th and 52nd meals free of charge, and so on.

ARTICLE 4 : ADVANCE TICKET ORDERING

4.1 Advance ticket orders
Customers can order tickets for the Estate from the Estate's sales department. Tickets can be ordered using the order form available for download at www.domaine-chaumont.fr, which should be returned either:
- by post to the following address:

Domaine de Chaumont-sur-Loire – Sales Department – 41150 Chaumont-sur-Loire
- by email to the following address: ticket@domaine-chaumont.fr

4.2 Ticket delivery charges
When ordering tickets for delivery by post, a supplement of €2 per 30 tickets ordered will be charged.

4.3 Receipt of tickets
Upon receipt of payment, tickets can be
- collected at the ticket office
- sent by email
- sent by post, with shipping costs (see article 4.2)

4.4 Cancellation period

In accordance with Article L 121-20-4 of the French Consumer Code, the sale of admission tickets to a museum or services related to it is considered a leisure service and does not give rise to any right of cancellation.

ARTICLE 5 : BOOKING OF VISIT SERVICES AND GUIDED TOURS

5.1 Visits

The purchase of an admission ticket entitles the visitor to freely visit the various areas of the Estate. (See Article 6: Conditions of admission).

5.2 Booking guided tours

The customer may book a guided tour for a group of up to 25 people.

All tours are subject to prior payment of the admission ticket. This admission ticket, which is linked to a tour, is strictly limited to the date indicated on the admission ticket and to the opening hours of the estate on the date of the ticket. The opening hours can be found on the website www.domaine-chaumont.fr

There are two ways for customers to make a reservation:
- Either they reserve a date in advance and commit to that date by signing the quote. The reservation is final upon receipt of the duly signed and dated quote and acceptance of the GTC.
- Or they can take out an option that is valid for a certain period of time. After this period, any reservation that has not been confirmed will be considered canceled. Please refer to 5.3 Transfer of options.

5.3 Retrocession of options

Reservation date	Option duration
Up to 30 days before service	10 days
From 29 days to 16 days before service	48 hours

ARTICLE 6 : RECEPTION CONDITIONS

6.1 Access to the Estate

The Estate ticket gives access to the following areas:
- Access to the entire Estate and its Château, International Garden Festival, and exhibitions during high season.
- Access to the Château, Historic Park, and Farmyard during low season.

6.2 Compliance with the Estate's opening hours

Compliance with opening hours is mandatory. Groups must comply with both the opening hours of the Estate (available on the website www.domaine-chaumont.fr) and those communicated for the services booked.

6.3 Compliance with guided tour times

It is the group's responsibility to arrive on time for scheduled tours.
The customer undertakes to be present at the meeting point for the tour at least 15 minutes before the start of the service.
Any delay by the group in relation to the scheduled time of the guided tours may result in the cancellation of the guided tour. In the event of a delay exceeding 30 minutes, the Estate is not obliged to provide the booked service.

ARTICLE 7 : VISITOR OBLIGATIONS

7.1 Respect for the site

- The customer undertakes to respect the Estate's site and in particular:
- to dispose of any waste in the bins provided for this purpose;
- not to consume food and drink inside the Château or in the exhibition areas;
- not to enter areas of the Estate, specifically certain rooms in the Château that are not open to the public;
- to respect the barriers, signs, indications, and instructions of the Estate;
- not to touch the interior elements of the Château, such as furniture, paintings, woodwork, etc.;
- not to damage the Château gardens, in particular by picking flowers, breaking off branches, or walking on lawns where this is not permitted;
- not to damage the meeting rooms and to take care of the equipment provided in these rooms
- not to graffiti or engrave the stones and woodwork, works of art, collectibles, and tapestries;
- not to photograph the Estate's staff without their permission;
- not to use a flash when taking photographs inside the château..

7.2 Respect for other visitors

The customer undertakes to respect other visitors, and in particular:
- Not to park in front of the entrances to the Estate;
- Not to form crowds that may disturb other visitors;
- Not to use telephones inside the Château or in the exhibition rooms;
- Not to smoke inside the Château or in the International Garden Festival area;
- To speak quietly inside the Château and exhibition rooms;
- Not to disturb other visitors;
- Not to distribute newspapers, leaflets, or other items inside or outside the Château, in the exhibition rooms, or on the site.
- Do not use displays, decorations, or advertising visible to other visitors throughout the estate, with the exception of private areas.
- Sound effects and music must remain at a level acceptable to other visitors.

The group leader undertakes to ensure that his/her group complies with these instructions.
The Estate reserves the right to expel from the site any person whose behavior is likely to cause harm to other Customers of the Estate, without incurring any liability towards the Customer.

ARTICLE 8 : BILLING TERMS – GUIDED TOURS – GROUPS

8.1 Billing conditions for groups

The customer must notify us of any change in the number of participants no later than 48 hours before the date of the service. Any reduction in the number of participants less than 48 hours before the date cannot be taken into account in the billing (except in cases of force majeure). Group representatives shall confirm the number of people present upon arrival. If the number of people present is lower than the number booked, the number of people confirmed in the booking will be used to calculate the payment for the visitor reception service (admission fee, tour). If the number of people present is higher than the number announced, the number of people present will be invoiced.

8.2 Force majeure

Force majeure events are considered to be any events of any nature whatsoever beyond the control of either party, such as riots, strikes, accidents, floods, and natural disasters.

The Estate shall not be required to perform this contract in the event of force majeure.
The Estate shall not be held liable for any breach or cancellation of this contract due to force majeure and, depending on the circumstances, the event will be rescheduled as soon as possible.

8.3 Cancellation conditions and fees

Any cancellation of a reservation requested by the customer can only be taken into consideration if it is received in writing by the sales, seminar, or hospitality department of the Domaine de Chaumont-sur-Loire. Once taken into account and validated by the Domaine, the cancellation will incur fees:

Cancellation fees are calculated according to the following scale:

From 30 days to 11 days prior to arrival	**From 10 days to arrival**
30%	**100%**

The date taken into account for a cancellation is the date of receipt of the written request.

ARTICLE 9 : RESERVATION OF RESTAURANT & HOTEL SERVICES

9.1 Booking catering services

Customers can book catering services at the Estate for groups of 20 people or more, depending on the opening dates and services of the following restaurants:

l'Atelier de Création Culinaire et Gastronomique – Grand Vélum
(either in the greenhouse or in the farmyard building, depending on availability)
Le Comptoir des Tilleuls
Le Grand Chaume

Customers have two options for making a reservation:

- Either they reserve a date in advance and commit to that date by signing the quote and accepting the Terms and Conditions. The reservation is final upon receipt of the duly signed and dated quote and payment of the deposit (in the cases set out in 12.1).
- Or they can place an option that has a validity period. After this period, any reservation that has not been confirmed will be considered canceled.

9.2. Reservation requirements

When making a reservation, the customer agrees to

- Select a single menu for their group when reserving for the Culinary and Gastronomic Creation Workshop – Grand Vélum and Grand Chaume,
- This choice, as well as any dietary requirements*, must be made in writing and received at least 14 working days before the date of the service. (*allergies, special diets: vegetarian, for example)
- to adhere to the schedule set for the service.

9.3 Retrocession of options

Reservation date	Option duration

Up to 30 days before service	10 days
From 29 days to 16 days before service	48 hours

9.4 Additional guests

14 days prior to the catering service, the number of additional guests must be requested in writing and approved by the Estate.

ARTICLE 10 : CATERING TERMS AND CONDITIONS

10.1 Adherence to catering reservation times

Any delay in relation to the scheduled time for catering services may result in the cancellation or modification of the reservation (depending on the catering outlets, see below) if the delay exceeds 30 minutes.

10.1.2 For the Culinary and Gastronomic Creation Workshop – Grand Vélum

It is essential to adhere to the schedule. Any delay in relation to the scheduled time announced by the Estate at the time of the final reservation will result in a wait at least equivalent to the delay in order to process this change.

10.1.3 Comptoir des Tilleuls:

In the event of a delay of more than 30 minutes, the Estate reserves the right to cancel the reservation. The group will still have access to the restaurant's services, but there is no guarantee that grouped seats or tables will be available.
The group will then also have access to the following other restaurants that do not require reservations: Café du Parc, Estaminet.
Under no circumstances will the Estate be held responsible for waiting times at restaurants that are accessible to all visitors without reservations.

0.1.4 Validity of Comptoir des Tilleuls meal vouchers

For the Comptoir des Tilleuls service, a “voucher for one meal” is given to each person in the group. These meal vouchers cannot be used at the other dining options mentioned above without a reservation. Each person in the group who goes to these restaurants without a reservation must pay for their meal individually and directly. Unused vouchers will not be accepted by the restaurant and will be charged.

10.1.5 Le Grand Chaume

Le Grand Chaume is open between 12:00 p.m. and 1:30 p.m. and between 7:00 p.m. and 9:00 p.m.
Access to Le Grand Chaume does not require a hotel reservation.

ARTICLE 11 : HOTEL TERMS AND CONDITIONS

Check-in is from 5:00 PM. Check-out is before 11:00 AM.

ARTICLE 12 : BILLING TERMS – CATERING & HOTEL SERVICES – SEMINARS

One or more invoices will be sent to you depending on the services provided.

12.1 Deposit

A deposit of 50% is required to secure the reservation. This applies to hotel, seminar, and Le Grand Chaume services, as well as catering services offered at the Domaine from November 1 to April 1.
If the deposit is not paid, the Domaine cannot guarantee the availability of the spaces and the customer remains bound by the obligations entered into, in particular with regard to the terms of payment and cancellation conditions.

12.2. Confirmation of the number of guests

The customer must notify the Domaine of any change in the number of guests no later than 14 days before the date of the service. Any reduction in the number of participants occurring less than 14 days before the date cannot be taken into account in the invoice (except in cases of force majeure). If the number of people present is lower than the number booked, the number of people confirmed in the booking will be used to calculate the payment for the catering service. If the number of people present is higher than the number announced, the number of people

present on the day of the service will be invoiced.

12.3 Force Majeure

Force majeure events are considered to be any events of any nature whatsoever beyond the control of either party, such as: riots, fires, strikes, accidents, deaths, medical reasons with supporting documentation, natural disasters, etc.

The Estate shall not be required to perform this contract in the event of force majeure.
The Estate shall not be held liable for any breach or cancellation of this contract due to force majeure and, depending on the circumstances, the event will be rescheduled as soon as possible.

12.4 Cancellation conditions and fees

Any cancellation of a reservation requested by the customer can only be taken into consideration if it is received in writing by the sales, seminar, or hospitality department of the Domaine de Chaumont-sur-Loire. Once taken into account and validated by the Estate, the cancellation will incur fees:

Cancellation fees are calculated according to the following scale:

Domaine and Le Grand Chaume Restaurants – Seminar

From 30 days to 14 days prior	From 13 days to 1 day prior
80%	100%

Le Bois des Chambres Hotel

From 60 days to 30 days prior of arrival	From 29 days to 14 days prior	From 13 days prior to the day
50%	80%	100%

The date taken into account for a cancellation is the date of receipt of the request by email.

12.5 Conditions for partial cancellation

A cancellation margin of 20% of the total amount of the quote, including tax, is granted up to two weeks before the event. If this authorized margin is exceeded, the excess will be invoiced at 100%.

Special case: Hôtel Le Bois des Chambres
From the signing of the contract and up to 90 days before the first arrival date: the Hotel accepts, without cancellation fees, a reduction of up to 90% of the number of rooms.

Up to 60 days before the arrival date: the Hotel accepts, without cancellation fees, a reduction of up to 20% of the number of rooms;

Up to 30 days before the first arrival date: the Hotel accepts, without cancellation fees, a reduction of up to 10% of the number of rooms;

Up to 15 days before the first arrival date: the Hotel accepts, without cancellation fees, a reduction of up to 5% of the number of rooms.

This reduction clause does not apply to the total privatization of the establishment accepted by the hotel. In this case, the confirmed service will remain payable in full.

12.6 Corporate clients based abroad

Full payment in advance may be requested by the Estate for certain services.

ARTICLE 13 : GENERAL PROVISIONS

13.1 Applicable law

These general terms and conditions are subject to French law.

13.2 Acceptance of the general terms and conditions of sale

Any order placed by signing the quote implies full and complete acceptance of these general terms and conditions. The customer acknowledges that they have read and accept them without restriction.

13.3 Amendments to these general terms and conditions

These general terms and conditions may be amended at any time by the Estate.

13.4 Assignment of the contract

The Customer may not assign the contract concluded with the Estate.

13.5 Amendment of the contract
Any modification to the contract must be requested in writing by the customer and must be expressly agreed to by the Estate. In the event of disagreement, the Estate reserves the right to cancel the contract.

13.6 Complaints

Any complaints arising during the performance of the contract concluded with the Estate must be reported on site so that a solution can be found quickly. Complaints that cannot be reported on site or that have not been resolved must be sent to the Estate by registered letter within 30 days of the date of the visit that is the subject of the complaint.

13.7 Amicable settlement of disputes

Except in cases of public policy, any disputes that may arise in connection with the performance of these general terms and conditions must, before any legal action is taken, be submitted to the Estate for amicable settlement. It is expressly stated that requests for amicable settlement do not suspend the time limits for bringing legal action.

13.8 Entire Agreement

The invalidity of any clause in this contract shall not invalidate the other clauses of the contract or the contract as a whole, which shall remain in full force and effect. In such a case, the parties shall, to the extent possible, replace the invalid clause with a valid clause that corresponds to the spirit and purpose of this contract.

13.9 Non-waiver

The failure of the Domain to exercise the rights granted to it herein shall in no way be construed as a waiver of such rights.

13.10 Insurance

The Customer is required, in addition to the Domain's insurance policy, to guarantee and indemnify the Domain and all of the Hotel's representatives, agents, and employees against all claims, demands, damage to persons or property, any convictions, losses, and liabilities in connection with this Contract, resulting in particular from any fault, negligence, or omission on the part of the Customer.

- Insurance of the customer's property:

Under no circumstances shall the Hotel be held liable for any damage, in particular in the event of fire or theft, that may affect the Customer's objects or equipment during the event covered by this reservation. The Customer expressly indemnifies the Estate against any liability in this regard. The Customer must take care of their property and equipment. The Customer shall be responsible for taking out any insurance policies (in particular damage and civil liability insurance) that they deem necessary.