

FONDATION DU
CHÂTEAU DE CHILLON
Avenue de Chillon 21
CH - 1820 Veytaux
Tél. : +41 (0)21 966 89 10
Email : info@chillon.ch
www.chillon.ch



Veytaux, 12 January 2021

GENERAL TERMS AND CONDITIONS OF SALE FOR ONLINE TICKETING

Ticket types

To buy a print@home ticket, customers must connect to the www.chillon.ch website and fill out the required fields to place an order.

Once the transaction is finalised, the customer will receive email confirmation with a QR code. This email constitutes the print@home ticket. The print@home ticket must be printed by the customer on plain A4 paper or presented on an electronic device in order for it to be valid.

Price and payment

Prices are shown in CHF (Swiss francs), with tax included.

Prices stated are based on regular rates in force at the time the order is placed.

There is no booking fee for orders placed online. Customers must print their print@home ticket with the QR code themselves and present it for scanning with an electronic device.

For online ticket orders (print@home tickets), we only accept payment by bank or credit card (Mastercard, Visa, Postfinance), TWINT or Paypal.

Online payment is processed in line with the terms and conditions of the Smeetzpay payment system.

All information is protected and encrypted before it is sent to the processing centre. This security measure is guaranteed by the SSL2 protocol and certified in line with Payment Card Industry regulations.

Whatever your chosen payment method, payment must be made in the name of the customer ordering the tickets.

Conditions for ticket use

print@home tickets, whether unused or otherwise, cannot be returned, exchanged or refunded even if they are lost or stolen and cannot be used in conjunction with other promotional offers.

print@home tickets are only valid for the service purchased and for the date and time specified. They are not queue jump tickets, but instead allow access to Chillon™ Castle within the 30-minute time slot indicated.

They must be presented at the castle entrance and are not valid without the QR code. The resale of tickets at a higher or lower price than that which appears on said ticket is strictly forbidden.

Each ticket entitles the holder to one individual place.

Free or reduced-price print@home tickets are subject to conditions dependent on their chosen category.

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If print@home tickets are linked to a discount or free admission card, said card must be presented at the castle entrance. You will also be asked to present a form of ID.

For Family and Child tickets, children under 15 must be accompanied by at least one adult. Family tickets are valid for a maximum of 2 adults and 5 children (aged 15 and below).

Tickets for one-off events remain valid if the event is postponed. Subsequently, print@home tickets, unused or otherwise, cannot be returned, exchanged or refunded, such as in the event of loss or theft.

Chillon Castle reserves the right to refuse the print@home ticket holder entry to Chillon Castle if the ticket is illegible, crossed out, damaged, incomplete, partially printed or counterfeit.

Once print@home ticket holders have left Chillon Castle, they cannot go back in with the same ticket.

Conditions for guided tours bookings

All bookings for guided tours must comply with the following:

- Made two working days in advance
- Confirmed by our booking service

Once confirmed, bookings for guided tours are valid exclusively for the service purchased and for the date and time mentioned. Even if unused, they cannot be returned, exchanged or refunded.

In case of delay or no-shows:

- For late arrival of more than 15 minutes, the guided tour will be shortened.
- For late arrival of more than 30 minutes, the guided tour will be cancelled. Participants will receive a leaflet for a self-guided tour.
- For no-shows, the guided tour will be cancelled.

Unless otherwise stated or in the case of a combined offer including castle admission, each participant must pay for admission in addition to the guided tour.

We recommend calculating more or less 10 minutes between parking and the start of your tour.

Only official Chillon Castle guides are permitted to give guided tours of the site.

Conditions for workshops tickets

print@home tickets for workshops, whether unused or otherwise, cannot be returned, exchanged for another service or refunded, even if they are lost or stolen, and cannot be used in conjunction with other promotional offers.

print@home tickets are only valid for the workshop being paid for and for the date and time specified.

They must be presented at the castle entrance and are not valid without the QR code.

The resale of tickets at a higher or lower price than that which appears on said ticket is strictly forbidden. Each ticket entitles the holder to one individual service offering.

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Conditions for Café Byron tickets

Vouchers or tickets in connection with Café Byron must be redeemed at the *Café Byron* restaurant.

print@home tickets, whether unused or otherwise, cannot be returned, exchanged for another service or refunded, even if they are lost or stolen, and cannot be used in conjunction with other promotional offers.

print@home tickets are only valid for the service being paid for and for the date and time specified.

They must be presented at the castle entrance and are not valid without the QR code.

The resale of tickets at a higher or lower price than that which appears on said ticket is strictly forbidden. Each ticket entitles the holder to one individual service offering.

Conditions for gift cards

Once payment for the order has been received and within the period of validity, gift cards give holders the right to purchase admission online and at the castle. They can also be used to purchase a product in the Castle Shop or Bazaar. Gift cards are **only** valid with a QR code. Gift card holders may use gift cards as full or partial payment of a balance and may use the card once or several times, within the limits of its remaining balance.

Gift cards are valid for 12 months from their date of issue (date the gift card was purchased). The expiration date is stated on the gift card itself.

Gift cards are transferable and can be used several times until the total balance has been used up. The value of a gift card or its remaining balance cannot be refunded in cash on during its validity, before or after its expiration date.

Gift cards cannot be resold.

Complaints

Any complaints relating to the purchase of print@home tickets should be addressed to la Fondation du Château de Chillon, avenue de Chillon 21, 1820 Veytaux.

Governing law

The General Terms and Conditions of Sale for print@home tickets are governed by Swiss law.

Order validation – Acceptance of General Terms and Conditions

By checking the "I have read and accept the general terms and conditions" box, the person purchasing the ticket wholly accepts these general terms and conditions.

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