

OTHER FAQs REGARDING THE CHATEAU FACILITIES/SERVICES

Please read first the FAQs section of our website which is providing a wealth of useful information : <http://chateaudevarences.net/moreinfo/faq/>

Other Frequently Asked Questions are listed below

1. Accommodation & housekeeping

- Do you have a bedroom suitable for elder people

There is a family suite on the ground floor for older people who can share it with their nurse or children who are taking care of them. There is a little kitchenette with tea and coffee maker.

- Do you have hair dryers

Yes in each bathroom

- Do you provide toiletries

We will provide small bottles of shampoo and shower gel for your first night

- Can you add baby cots in some rooms

Yes baby cots can be added in all the bedrooms except room 10 and 12.

- Can you add single beds in some rooms

Yes extra beds can be added in the most spacious rooms (1 extra bed can be added in double room 17 and Deluxe suites 2, 11, 24, 26, 27).

All extra beds and baby cots are charged on a per night basis with a minimum of 2 nights.

- Can we set up twin beds

yes in the following rooms : 15, 21, 22, 23, 24, 25, 26, 27, 28, 29

- Do you have other baby equipment

We have baby chairs, a microwave, baby toys and a few other baby equipment at your disposal

- What are the check-in and check-out times

Check-in times are usually 4 to 6pm and check-out is usually after breakfast (10am) except if there is a farewell brunch in which case the check out time is postponed. If you request to arrive/leave outside these hours, please contact the venue coordinator Sonia (sdetruchis@chateaudevarences.fr)

- What is the minimum stay

Usually 3-4 nights but we can be flexible depending on the season and other bookings

- Do you have Internet access

Yes in all the buildings (but the network can be slower if the house is full and the French

OTHER FAQs REGARDING THE CHATEAU FACILITIES/SERVICES

regulation is very restrictive with regards to piracy)

- *What are the accommodation options for extra guests above the chateau capacity*

We have 3 extra bedrooms in the outbuildings and there are many other hotels and b&bs around the property. You can download the list here :

<http://chateaudevarences.net/moreinfo/accommodation/>

However, there may be changes as new b&bs are opening every year. Burgundy being a very touristy region, we advise to book very early for the most popular lodgings.

- *What is the most recommended option for accommodating guests above the chateau capacity*

The most recommended options are highlighted in the list above. We highly recommend a local chateau b&b which is managed by our cousins and has an outdoor pool and tennis court. Description here :

<http://chateaudevarences.net/moreinfo/accommodation/>

2. *Outdoors, activities, transport, weather*

Please download our welcome book (password is varences) :

<http://chateaudevarences.net/moreinfo/welcome-book/>

- *How is the weather in Burgundy*

We have a continental climate with hot Summers (but not unbearably hot as in Spain or Italy or Southern end of France) and cold Winters. Mid-season is usually lovely (dry and sunny) but days are shorter than in Summer.

- *Is the pool heated*

The pool is heated in mid-season (March-April and October) but does not need heating from May to September as the weather is sunny and warm then.

- *What is the most convenient way to travel to the property*

Travel information can be found here :

<http://chateaudevarences.net/moreinfo/transport/>

3. *Weddings and events*

- *Do you have a baby sitting service*

Yes, it is possible to hire baby sitters and to pay them directly.

- *Is the pool open during events*

The pool will be open until the end of the cocktail hour (provided that you have baby sitters or parents to supervise small children). We have to close it after sunset to prevent any accident related to abuse of alcohol.

OTHER FAQs REGARDING THE CHATEAU FACILITIES/SERVICES

- *Can you suggest local specialties to purchase in the neighborhood*

Among the most popular options : macarons, blackcurrant liquors, jam jars, mustard jars and of course famous Burgundy wine and sparkling wines

4. Catering

- *Is breakfast included in the rental fees*

Catering is not included in the rental fees as each group has different needs

- *What are the options for meals outside of the wedding reception*

We have a very talented resident chef on-site and you can request b&b or half boarding or full boarding

Couples are usually hosting a welcome BBQ the night before the wedding and a farewell brunch the day after.

Groups staying for more than a week-end will all book a full time chef service as it is a full time job to feed 15+ people for several days.

- *Are you flexible with dietary requirements*

Yes we are used to cater for all kinds of dietary requirements (gluten-free, fat-free, dairy-free, allergies etc)

- *Are you able to provide American or British specialties like wedding cakes, cupcakes, cake pops etc*

Yes, we have a specialist pastry chef and cake designer who was trained in France and in the UK. She was also trained to make gluten free desserts.

- *Can you cater for non-Western meals*

Yes, we have already worked with Lebanese, Asian and Indian caterers

- *What are the options for children meals*

Menus at discounted rate are adapted for children depending on their age. Children are usually have their meals with baby sitters in the main building then they can play outdoors or sleep in the tv lounge.

- *What are the times for the meals*

For the wedding reception, we recommend the following timeline (it allows enough time for the preparations and the light will be good for photography after 4pm)

- Ceremony : 4pm
- Cocktail hour : from 5 to 7.30pm
- Dinner : from 7.30 to 10.30pm

For the other meals

- Breakfast : 8.30-10am
- Lunch : 12.30-2pm

OTHER FAQs REGARDING THE CHATEAU FACILITIES/SERVICES

- Dinner : 8-10pm

Please contact us if you request another timings

- *Can you recommend local restaurants*

Suggestions can be checked here (password is varennnes) :

<http://chateauvarennnes.net/moreinfo/welcome-book/>

Please bear in mind that the capacity of some restaurants is limited and that they will require a deposit to secure your reservation if you have a big number.

- *Where to go for food shopping*

All the useful info is on our website(password is varennnes) :

<http://chateauvarennnes.net/moreinfo/welcome-book>

5. Wines and other beverages

- *Do you recommend vineyards*

If you are short of time, we recommend you go to the Cooperative Nuiton-Beaunoy in Beaune which will offer a wide selection of bottles at producer's price : www.nuiton-beaunoy.com

Other options here : <http://chateauvarennnes.net/moreinfo/burgundy/wines/>

6. Equipment and facilities

- *What is available for children to play*

There is a tv room with a big tv set and dvd player, an outdoor playground (XL trampoline, toboggan/slide, swings), bikes, a table tennis and also various board games

- *Do you have a BBQ*

Yes, we have an extra large BBQ on the pool terrace. The first gas bottle is complimentary and you will just be charged for refill (or you can purchase a bottle at the local supermarket).

- *Can we invite external guests to enjoy the pool or attend our meals*

Yes, external guests can use the pool house to get a shower and get changed

- *What happens if a guest want to drink outside of the meal hours*

For soft drinks : there is a fridge for guest use in the pantry room and another one in the pool house. You can fill them with your own bottles or we can manage the provision of soft drinks.

For hot drinks : there is a traditional coffee maker and a kettle in the pantry room. The use of the traditional coffee maker is complimentary but the Nespresso pods are charged at the end of the stay.

OTHER FAQs REGARDING THE CHATEAU FACILITIES/SERVICES

7. Lay out of the events

The ceremony is usually in our Chapel or in the gardens

Wedding receptions are usually set up on the Orangery terrace.

Usually breakfast and meals like welcome BBQ and farewell brunch are set up on the terrace by the pool

Back up option is in the chateau or in the Orangery depending on the number of guests.

9. Financial matters

- What is the process for booking a room

* A 50% deposit is required upon booking. The balance is due 1 month before arrival (more flexible terms can be agreed upon if necessary).

We accept cash, transfers and credit/debit cards (the latter are subject to a bank charge if foreign cards)

- Do we have to tip the chateau staff

Tips are not compulsory but are always welcome to show your appreciation of the staff's efforts to make you happy. Most groups will leave €15-30 per room per night for the staff and the chef but a few of them are much more generous thus leaving a long lasting impression and guaranteed VIP treatment for your next visit.