

## HOUSE RULES

- Guests and their visitors are requested to keep the property and all furnishings in good order.
- No trespassing into forbidden areas indicated "Entrée interdite" or "PRIVE"
- Please only use appliances for their intended uses. You can ask to borrow adapters if necessary. Please leave them in your room upon your departure as well as the key of your room.
- Missing or damaged items will be charged according to their replacement / repair cost. Cost will be deducted from the security deposit or added to your bill (if split billing) at the end of the stay. Please inform the staff as soon as you notice damages.
- The Property manager and the homeowners are not responsible for any accidents, injuries or illness that occurs while on the premises or its facilities. The Property manager and the homeowners are not responsible for the loss of personal belongings or valuables of guests.
- Smoking is not allowed in the Chateau. Smoking is permitted only outdoor (provided you take an ashtray and respect the outdoor environment).

## HOUSEKEEPING

- Please do not bring mugs or glassware in your bedrooms or on the pool terrace. Only plastic glasses are allowed around the pool for safety reasons (people walking bare feet)
- Do not put glasses or bottles onto wood furniture as it creates marks. Trays are provided in each room
- Do not hang towels on the lamps or on the furniture as it creates marks
- Please open carefully each the drawers (period furniture are fragile)
- Do not move furniture as it creates marks on the wooden floors and it is damaging the furniture too
- Shut the windows and doors when you leave your rooms (even if it is not windy, this will avoid broken glass)
- An ironing board is at your disposal in the corridor and a washing machine is available in the pantry under the drink station. If you want to hire a maid to do laundry or ironing for you, this will be added to your final bill at the rate agreed in the contract
- If you have valuables, please hand them to the manager who will put them in a safe

## HOUSE LINEN

- House linens and bath towels are included in the accommodation fee. They are usually changed when it is necessary. Don't use hair color treatments as it makes irremovable stains on the linen and on the floors. Missing or damaged linen will be charged according to their replacement cost as they cannot be reused once damaged.
- Pool towels are provided. Extra towels are stored in the pool house. Pool towels have to remain in the pool house and cannot be brought back into the house.

## KITCHEN

- Beverages for guest use are stored in the US fridge. Tap water is drinkable.
- Do not open the cupboards in the diningrooms. Any vessel you need is stored in the kitchen or the pantry. You can help yourself but then the glasses have to be put after use in the small pantry/utility room (in the dishwasher or in the sink if the dishwasher is already full). Please do not use the dishwasher in the main kitchen as it is for the chef's use
- In case you want a peculiar thing from the fridge or larders, please ask the chef or a maid
- You will be informed of meal hours upon your arrival. Please keep this schedule along the week to avoid disorganizing the service and be charged overtime.



## HOUSE RULES

### OUTDOORS AND SWIMMING-POOL

- A parent must directly supervise children younger than 10 years of age and all children unable to swim. This means the parent must be in the water with the child and be able to immediately reach the child. Baby-sitters can be hired if necessary.
- Children are to be supervised at all times and under no circumstances are children to be left unattended in the gardens or in the park of the property as there may be ponds in the garden and there may be broken pieces of glass on the floor before maids can clean them

**FIREPLACES:** They are usually turned off from March 30th until October 1st; they are not operational during this time of the year. If requested, the Chateau de Varennes staff may light fire in the fireplace. Guests are required not to try to light fire themselves (inside or outside the buildings) or throw anything in the fireplace (even paper or other combustible materials). Non professional fireworks are forbidden (risk of fire). For skylanterns, please ask the Property manager if it is possible (depending on weather conditions). A fee is requested for extra cleaning induced by the skylanterns as they are dangerous for animals and tractors when left in the fields (it takes more than 2 weeks for them to rot away).

**WATER AND SEPTIC:** The property is on a well and septic systems. The septic system is very effective; however, it will clog up if improper material is flushed. Do not flush anything other than toilet paper. A trash bin is available in each bathroom and public toilets.

**TIPPING:** If you are happy with the chef and the other staff members, you can show your appreciation by offering tips (please ask the manager if you need advice on the amount to give). You can also tip them if they are performing extra services/errands for you (for example going to the bakery or preparing an extra meal for you).

### CONTACTS

To ask for help, you can speak to a maid or the chef if they are in the premises. Some of our maids are bilingual (French and English). Our chef speaks mostly English.

Or you can also drop us an email

- Aymeric : [adetruchis@chateaudevarennnes.fr](mailto:adetruchis@chateaudevarennnes.fr) (+33 (0)6 14 20 20 00 in case of emergency)
- Sonia : [sdetruchis@chateaudevarennnes.fr](mailto:sdetruchis@chateaudevarennnes.fr) (+33 (0)6 20 40 40 60 in case of emergency)

A list of wineries is on our website (password is varennnes) :  
<http://chateaudevarennnes.net/moreinfo/burgundy/wines/>

For more information on local restaurants and activities, a welcome book can also be downloaded online (password is varennnes) : <http://chateaudevarennnes.net/moreinfo/welcome-book/>

We hope you will enjoy your stay in our beautiful region !