

## FAQS REGARDING THE CHATEAU FACILITIES/SERVICES

Please read first the FAQs section of our website which is providing a wealth of useful information : <http://chateaudevarenn.es.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*

Yes there is shampoo and soap in the bathrooms

*- Can you add baby cots in some rooms*

Yes baby cots can be added in most of the bedrooms except room 1, 10, 12, 23, 101.

*- Can you add single beds in some rooms*

Yes extra beds can be added in the most spacious rooms (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 you set up beds in twin beds*

yes in the following rooms : 15, 21, 22, 23, 24, 25, 26, 27, 28, 29, 101, 102, 103

*- 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 time is usually 4pm and check-out is usually after breakfast (11am) except if there is a farewell brunch in which case the check-out time can be postponed. If you request to arrive/leave outside these hours, please contact the venue by email ([info@chateaudevarenn.es.fr](mailto:info@chateaudevarenn.es.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 regulation is very restrictive with regards to piracy so streaming is not recommended)

## FAQS REGARDING THE CHATEAU FACILITIES/SERVICES

*- 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&b's around the property. You can download the list here :

<http://chateaudevarenn.es.net/moreinfo/accommodation/>

However, there may be changes as new b&b's 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. Here is their website : [www.chateaudelays.com](http://www.chateaudelays.com)

### *2. Outdoors, activities, transport, weather*

Please download our welcome book (password is varenn.es) :

<http://chateaudevarenn.es.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 also nice (mostly dry and sunny) but days are shorter than in Summer so the temperatures can be cooler at night while it is warm in the daytime.

*- Do you have aircon ?*

No need for aircon, the climate in our region is warm and dry but the heat rarely gets unbearable. We can put fans in every bedroom and the walls of the buildings are very thick which is a good protection against over-heating. Contrary to other hot countries, the heat is dry and it is cooler at night allowing everyone to get a rest. Our continental weather also allows us to have pretty no bugs vs Provence/Italy/Spain that can be infested 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 and a list of local cabs can be found here (we recommend you rent a car or you can book a shuttle through [info@chateaudevarenn.es.fr](mailto:info@chateaudevarenn.es.fr) if you do not wish to drive): <http://chateaudevarenn.es.net/moreinfo/transport/>

### *3. Weddings and events*

## FAQS REGARDING THE CHATEAU FACILITIES/SERVICES

*- Do you have a baby-sitting service*

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

*- 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.

*- 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 are usually booking a full time chef service as it is a full time job to provide nice food for a big group.

*- 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) . Please inform us before your arrival to make sure we have everything you need.

*- 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, our chef is trained for Lebanese/Middle Eastern, Asian and Indian food.

*- 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*

## FAQS REGARDING THE CHATEAU FACILITIES/SERVICES

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
- Dinner : 8-10pm

Please contact us if you request another timings

*- Can you recommend local restaurants*

Suggestions can be checked here (password is chateau or varennnes) :

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

Please bear in mind that the capacity of most French restaurants is quite small 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 chateau or varennnes) :

<http://chateaudevarennnes.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](http://www.nuiton-beaunoy.com)

Other options here: <http://chateaudevarennnes.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 (trampoline, toboggan/slide, swings), bikes, a table tennis and also various board games

*- Do you have a BBQ*

Yes, we have a big BBQ on the pool terrace. You will be charged for the gas (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

## FAQS REGARDING THE CHATEAU FACILITIES/SERVICES

### *- 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. Most groups are opting for the package with unlimited soft drinks as it is easier than filling the fridges yourselves.

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 as part of the unlimited soft drink package .

### *7. Lay out of the events*

The ceremony is usually in our Chapel (up to 80 people) or in the gardens. An Church in the village is available for big groups.

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 to secure your room. The balance is due 1 month before arrival. Any outstanding bill (for example alcohol ordered on-site) is due at latest upon chack-out.

We accept cash, transfers and cards (cards can be subject to a bank charge)

#### *- 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. 😊

### *10. What it means to be a green friendly venue*

In 2050 there will be more plastic than fish in the oceans. This is scary and we have decided to do our part to avoid this. The chateau is located in an ornithological reserve and we were already performing many actions for protecting our environment but we are committed to do even more every day.

We are guessing that none of you will be against us becoming even more green friendly and we will make sure that these changes will not harm your comfort during your stay. Maybe you will have to change a few habits but no worries. We are not crazy eco-

## FAQS REGARDING THE CHATEAU FACILITIES/SERVICES

warriors and Varennes will remain a fun place + we are still decided to remain among the top ten best wedding venues in the world!

Every morning we are enjoying a fresh and clean air and a beautiful view thanks to the trees that our ancestors have planted a few centuries ago. We want to preserve our environment so future generations can enjoy nature too. There is no Planet B and even if it did exist, we are ready to re-consider our lifestyle and implement changes in order to make sure that our children (and yours!) can enjoy the same experience on our dear Planet Earth.

The European Union has just Voted to ban single-use plastics by 2021. We will try to avoid using them even earlier.

- Disposable hotel bath toiletries (shampoo, soap) will be replaced by more green friendly options (we have organic shampoo bar, natural soap from Alep and Marseille and also solid toothpaste for our personal use, all this works very well and you can even travel with it!)
- Plastic bags and glasses: we are trying to reduce the use of plastic bags and at least use reusable plastic
- Plastic bottles will be limited as much as possible, we are investigating alternatives with filters to produce our own (and pure) still and sparkling water on site (without creating other types of pollution, your suggestions are welcome!).
- Plastic straws will be replaced by reusable stirrers
- Single use items will be replaced as much as possible (sugar packets by bulk sugar cubes, plastic stirrers by metallic spoons etc). However we will keep single use milk pods as it is probably safer vs milk jars staying in the heat a few hours (even in thermos, the sun is hot here!). Probably the same for single use butter portions as big portions are melting in the sun.

### Our other current and new actions

- Avoid food waste: we are trying to avoid waste as much as possible. Our chefs are using fresh and good ingredients for creating tasty plates and most of them are coming back empty ☺
- Composting: we are already composting flowers and organic waste and we have invested in Bokashi buckets to recycle things that classical compost does not digest
- Electricity consumption: we have LED lights and we are turning off lights when not needed.
- Irrigation: we are in a severe draught for several years but we built a well a few years ago and it is very effective for our (big!) gardens
- Napkins: we are trying to use fabric or napkins made with recyclable paper
- Recycling: we are already recycling many things (glass bottles, candles, plastic, cardboard, aluminum...) and we will do more in the future

## FAQS REGARDING THE CHATEAU FACILITIES/SERVICES

- We are trying to rent vs buying things when possible. There are good rental companies around the venue and it is useful when you use something just a couple of days per year.
- We will also implement various other actions for more green friendly bathrooms (we are already replacing towels and linens upon request but any other suggestions are welcome)

### Pending questions

- Housekeeping: bleach is already banned in the chateau as it is harmful to the environment. We are gradually replacing detergents (dish soap etc) by natural alternatives (vinegar, sodium soda etc). However sometimes the natural options are not very effective so not everything can be replaced easily.
- Nespresso pods: still unsure about this. Refilling pods is not convenient and we did not find alternative machines yet.
- Snacks: not sure how to replace snack bags by green friendly alternatives
- Tea bags: we are thinking of replacing individual bags by unpackaged tea but the logistics are not easy.

Suggestions are welcome!

Please note that the comments above are reflecting our personal experience. We are not perfect and we don't expect you to be perfect either. But we will appreciate your help during your stay. Thanks for your understanding!

We wish you a very nice stay. If you have any other question please feel free to drop an e-mail to [info@chateaudevarenn.es.fr](mailto:info@chateaudevarenn.es.fr)