

PREMIUM OFFER Ticketing Terms and Conditions

General Terms and Conditions of Sale for online ticketing services for the premium offer "A Timeless Morning with Angélique de Labarre"

Article 1. Application of the General Terms and Conditions of Sale

1.1 These general terms and conditions of sale apply to all ticket orders placed on the Château des Milandes website (<https://www.milandes.com/>) via the Tikeasy interface. Château des Milandes reserves the right to adapt or modify them at any time. In this case, the general terms and conditions of sale in effect on the date of the order would apply.

1.2 The buyer acknowledges having read these general terms and conditions of sale prior to confirming their order. Placing an order constitutes acceptance by the buyer of these general terms and conditions of sale.

Article 2. Reservations

2. For tickets included in the 2025 offer "A Morning Out of Time with Angélique de Labarre," as well as for reservations for our Escape Game "Les Dessous de Joséphine," the ticket is only valid on the reserved date.

Article 3. Cancellation

3.1 Reserved tickets are non-refundable, non-exchangeable, non-returnable, and non-modifiable.

3.2 Château des Milandes reserves the right to cancel any reservation in the event of force majeure. If the tour must be canceled, a refund of your tickets will be credited to your account.

Article 4. Applicable Law

4. Pursuant to Article L 121-20-4 of the French Consumer Code, the services offered, as tourist services, are not subject to the right of withdrawal provided for in Articles L 121-20 et seq. of the same Code, regarding distance selling.

Article 5. Prices and Payments

5.1 Each printed or downloaded online ticket order is personal. It is not possible to be admitted to the Château des Milandes multiple times with the same online ticket order. Only the first person to present the online ticket order will be admitted; this person is presumed to be the legitimate holder of the order.

5.2 Once the order has been validated and paid for, the customer cannot request the retroactive application of discounts and one-off promotional offers.

5.3 Tickets for the "A Timeless Morning with Angélique de Labarre" offer can be purchased up to ten days before the visit date, exclusively online via our ticket office.

5.4 All payments must be made in euros by authorized credit card, on the same day as the reservation. Full and immediate payment is required for all orders placed on the website. No other payment methods are accepted. Château des Milandes is not responsible for any fees on credit card transactions, whether caused by exchange rate fluctuations or other reasons.

5.5 The validation date for the ticket order corresponds to the date of the order and its online payment by credit card (law of March 13, 2000 on electronic signatures).

5.6 Payment by credit card is made on the secure banking servers of CREDIT AGRICOLE CHARENTE PÉRIGORD via PAYZEN. This means that no banking information concerning the customer is transmitted via the Château des Milandes website or the Ticeasy interface. Payment by credit card is therefore completely secure; the customer's order will be recorded and validated upon acceptance of payment by the bank chosen by the customer.

5.7 The customer's credit card details are encrypted using the SSL (Secure Socket Layer) protocol and never pass unencrypted over the network. Payment is made directly to the bank. The Château des Milandes and the Ticeasy interface have no access to these details under any circumstances and do not store them on the servers. This is why they are requested from the customer for each new transaction on our site.

5.8 Château des Milandes reserves the right to refuse to honor a ticket order from a customer who has not fully paid for a previous order or with whom a payment dispute is currently being resolved.

5.9 We offer various services at different rates. We leave it up to the buyer to consider these rates and choose the offers that best suit them.

If an error is made, Château des Milandes will not issue a refund or change to the ticket.

Article 6. Presentation of online ticket orders

6.1 The online ticket received by email upon ordering must be presented at the checkout on the day of your visit. This document can be presented printed on white paper or from a portable digital device.

6.2 The ticket can be presented at the checkout from a portable digital device (mobile phone or tablet). This implies that the customer has downloaded the document prior to their visit and has ensured that their mobile device is working properly. The .pdf file received by email must be presented, not a screenshot, as the latter alters the image quality and makes it difficult for our devices to read the barcode. Château des Milandes declines all responsibility for any anomalies that may occur during the ordering process, processing, or downloading.