

STANDARD TERMS AND CONDITIONS

Please read the Standard Terms and Conditions of sales for Gift Certificates and the Lys Collection packages prior to order.

The Relais & Châteaux Gift Certificates are valued in GBP. Both the Gift Certificates and the Lys Collection packages are marketed in the UK and Ireland by Relais & Châteaux London Limited ("RCLL"). References to "we", "us" and "our" should be construed as references to RCLL.

If you need to contact us about these Terms and Conditions you may do so by contacting RCLL at Adam House, 7 Adam Street, London WC2N 6AA, United Kingdom or by telephone on 0207 520 9310 or by fax on 0207 520 9311. Alternatively, please email us at rc-uk@relaischateaux.com

By placing an order for the Gift Certificates and/or the Lys Collection packages, the buyer accepts all the conditions stipulated hereunder. The Terms and Conditions do not affect your statutory rights as a consumer.

1. The Relais & Châteaux Gift Certificates are valid, subject to availability, in all member Hotels & Restaurants of the Association included in the Relais & Châteaux Guide for the current calendar year. If the Hotel or Restaurant you require is not available we will offer you alternative dates and/or an alternative Relais & Châteaux member property of a comparable quality, price and location, subject to availability of participating properties in the requested area.

2. The Lys packages are valid, subject to availability, in a selection of hotels participating which is updated every year. If the hotel you require is not available we will offer you alternative dates and/or an alternative Relais & Châteaux member property of comparable quality, price and location, subject to availability of participating properties in the requested area.

3. The Relais & Châteaux Gift Certificates can be added in value and used together.

4. The Relais & Châteaux Gift Certificates are available in GBP. The Relais & Châteaux Gift Certificates can only be used as a payment for its given value in GBP, as stated on the Gift Certificate, in the Relais & Châteaux properties.

For Gift Certificates in GBP used in Relais & Châteaux member properties outside the UK, where payment is required in local currency, the value of the Gift Certificate shall be converted into the local currency at the prevailing exchange rate to be chosen by each property.

5. The Relais & Châteaux Gift Certificates and the Lys packages may not under any circumstances be exchanged in whole or in part for cash.

6. If the value of the services provided exceeds the value of the Relais & Châteaux Gift Certificate, the balance must be paid to the establishment.

7. The Relais & Châteaux Gift Certificates and the Lys packages are the sole responsibility of the holder, particularly in the event of loss or theft.

8. RCLL accept no liability whatsoever for the loss or theft of the Gift Certificates and the Lys Collection packages. Furthermore RCLL makes no representation, warranty, recommendation or endorsement of the goods and services provided at any Relais & Châteaux member property, and you accept that none is given or implied.

9. The Relais & Châteaux Gift Certificates are available in one denomination : GBP £100.

10. The Relais & Châteaux Gift Certificates bear a double numbering and an indication of their expiry date after two years, following the date of issue.

11. The Relais & Châteaux Gift Certificates and the Lys packages must be used during the two year period for which they are valid (as stated on each certificate). Once they have expired, they may not be used nor will any amount be refunded.

PLEASE NOTE: The Relais & Châteaux Gift Certificates are valid in the Hotels & Restaurants included in the guide for the current year (from 1 January to 31 December). The Lys Packages are valid in a selection of Relais & Châteaux establishments. After 31 December the holder of the Relais & Châteaux Gift Certificate or the Lys packages must himself check that the chosen property is still a member of the Relais & Châteaux Association.

Information on Payment and Processing of Orders:

1. The Relais & Châteaux Gift Certificates, the Lys packages and the operating costs, which shall include all delivery costs, must be paid by cash, cheque, credit card or by bank transfer.

2. The Relais & Châteaux Gift Certificates and the Lys packages are order payments for the account of a third party. Hence, they are not subject to VAT. Only the handling fees are subject to VAT.

3. As we are a UK company, for all orders processed by us in the UK, the invoice shall be made out in GBP. If you are purchasing from a non-UK territory please check our website to see whether there is a location which is closer to you, as these Terms and Conditions have been designed for use within the UK and we give no warranty, express or implied, that these terms comply with any applicable non-UK laws or regulations. Other Relais & Châteaux companies have been established to deal with orders from outside the UK.

4. You have the right to change your mind, without charge, by writing to us at the address above at any time within seven days of submitting your order. Please note that this right will cease if you actually make use of the Gift Certificate or Lys packages within that time. After that period of seven days, any Relais & Châteaux Gift Certificates and Lys packages purchased will not be reimbursed or extended under any circumstances.

5. RCLL undertakes to ensure the settlement of the Relais & Châteaux Gift Certificates and Lys packages directly with the Relais & Châteaux member properties.

6. If you are paying by debit or credit or by bank transfer we must receive full details of your bank transfer or of your debit/credit card with your order. On receipt of your order we

will debit your debit/credit card for the price. If you are paying by cheque your cheque will be cashed on receipt of your order. Once we have received your order and payment we will either confirm that your order has been accepted by us or notify you that we cannot accept your order. We will contact you by either sending an email to you at the email address you provide in your order form or by sending a letter to the address you provide in your order form. If we cannot accept your order we will confirm that your debit/credit card has been re-credited.

7. Your submission of the order form and payment brings into existence a legally binding contract between us. We shall send you the relevant paperwork relating to the Gift Certificates and/or the Lys packages within 30 days of our acceptance of your order.

8. RCLL reserves the right, at its absolute discretion and without assigning any reason, to refuse any order, or to cancel any Gift Certificate or Lys Collection package where any person is found to be in breach of these Terms and Conditions, any other regulations or conditions from time to time prescribed by RCLL or is guilty of conduct which is damaging to RCLL or is otherwise offensive or dishonest.

Data Protection Act 1998: RCLL confirms that it will process your personal data in accordance with the Data Protection Act 1998. RCLL may pass on your details to carefully selected third parties but only with your consent which you are free to give on the order form.

Governing Law and Jurisdiction: These Terms and Conditions shall be governed by, and construed in accordance with, the laws of England and Wales and the parties agree the courts of England and Wales shall have exclusive jurisdiction.

Entire Agreement: These Terms and Conditions, together with our current prices and contact details, set out the whole of our agreement relating to the supply of the Gift Certificates and Lys Packages. Nothing said by any member of RCLL should be understood as a variation of these Terms and Conditions or as an authorised representation about the nature or quality of any goods/services offered by us. Except for fraud or fraudulent misrepresentation, we shall have no liability for any such representation being untrue or misleading.

PLEASE NOTE: The "RELAIS & CHATEAUX", "RELAIS GOURMANDS", "CHATEAUX-HOTELS" marks are registered and protected trade marks. The use of these marks, logotypes or photos without the authorisation of RELAIS & CHATEAUX may lead to legal action.