



GENERAL CONDITIONS OF SALE RELAIS & CHATEAUX COMMERCIAL SERVICES, INC.

General Conditions of Sale as of November 1, 2002
Please Read Carefully

Relais & Châteaux Gift Certificates in US dollars ("Certificates") and the prices listed below are marketed and sold by Relais & Châteaux Commercial Services, Inc., a subsidiary of Relais & Châteaux NY, Inc.

The Client acknowledges and agrees that the Certificates, and their redemption, are subject to the following terms and conditions:

1. Certificates are redeemable in those establishments which are members in good standing of Relais & Châteaux Association listed in the Relais & Châteaux International Guide in the calendar year in which the Certificates are redeemed. In addition, Certificates are redeemable at select Leading Hotels of the World. To determine participating hotels of Leading Hotels of the World (i) see insert in Relais & Châteaux Guide, or (ii) visit Leading Hotels of the World website at www.lhw.com, or (iii) call Leading Hotels of the World's toll free telephone number at 1-866-412-8153.
2. Certificates are valid for two (2) years from the date of purchase and must be used within the valid time period. After the expiration date, no reimbursement or use will be allowed.
3. Certificates can be applied to all restaurant and hotel services at participating establishments.
4. Certificates cannot under any circumstances be exchanged in total or in part for cash, and no change in the authorized use of a Certificate will be granted.
5. If the denomination of the Certificate(s) is less than the cost of the chosen services, the bearer is required to pay the cost difference to the establishment in accordance with the establishment's standard terms and conditions.
6. Certificates are the complete responsibility of the bearer. Relais & Châteaux will not replace any Certificate in case of theft or loss.
7. No complaints will be accepted concerning the loss or theft of Certificates.
8. Certificates are available in denominations of \$50 USD and \$100 USD. Certificates are redeemable for their face value only.
9. Certificates are marked with a double identification number and specify the period of validity.

IMPORTANT NOTE. Certificates are valid in establishments that are members in good standing listed in the Relais & Châteaux International Guide from January 1st to December 31st. It is the responsibility of the bearer of a Certificate to verify whether or not a chosen establishment is listed in the Relais & Châteaux International Guide for the year in which the Certificate is to be redeemed.

Purchase :

Certificates may be purchased (i) directly from our web site at relaischateaux.com, or (ii) by phone by calling our toll free number at 1-877-334-6464 or our office at 212-856-0115.

Payment :

1. Certificates and their associated shipping and handling charges are payable in full at the time of purchase.
2. Applicable local taxes, including sales taxes, are the responsibility of Client to be paid for services rendered at the time of Certificate redemption.

3. Certificates are valid for the face value presented on the certificate.
4. Certificates will not under any circumstance be reimbursed or extended.

Delivery :

The delivery charge for Certificates shipped within the United States (including Alaska and Hawaii) is \$15.00, which includes handling. For all other delivery destinations, shipping and handling fees will be determined on a case-by-case basis.

Governing Law and Jurisdiction :

The Certificates shall be governed by and construed in accordance with the laws of the State of New York without regard to conflict of laws principles. The Supreme Court of the State of New York, and the United States District Court for the Southern District of New York, shall have exclusive jurisdiction of any and all disputes arising out of or in connection with the Certificates.

The trademarks "RELAIS & CHATEAUX", "RELAIS GOURMANDS", "CHATEAUX-HOTELS", and "RELAIS DE CAMPAGNE" are registered trademarks of Relais & Chateaux. All use by Client of the trademarks, logos or pictures of Relais & Chateaux are strictly prohibited.