



**CHANTILLY-SENLIS**

Where Nature and  
History meet

**GROUPS  
2025**



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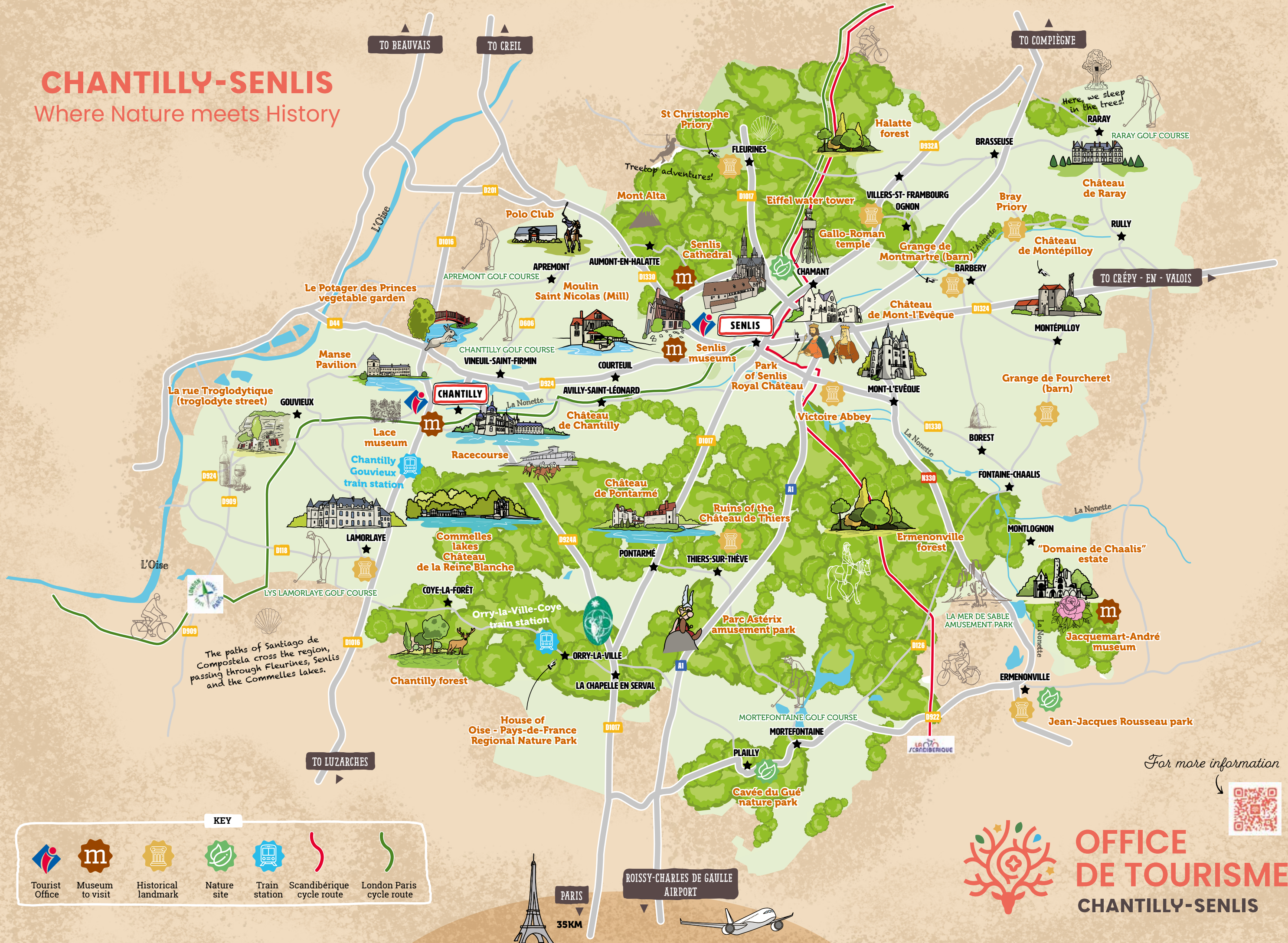
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[chantilly-senlis-tourisme.com](http://chantilly-senlis-tourisme.com)



# CHANTILLY-SENLIS

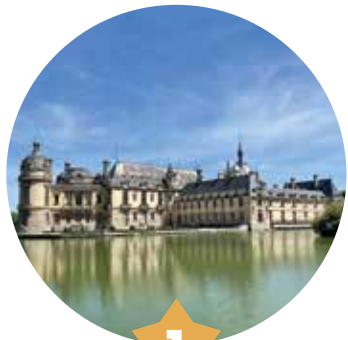
Where Nature meets History







# 5 good reasons TO CHOOSE Chantilly-Senlis



1

## EXPLORE OUR HERITAGE

Revisit the history of France through its **châteaux, abbey, gardens and cathedral**. A precious heritage bequeathed by princes and kings over the centuries. Chantilly-Senlis: an open-air museum.



4

## LET NATURE SET THE PACE

A thriving **green haven** north of Paris, Chantilly-Senlis lies at the heart of the Oise - Pays-de-France Regional Nature Park. Enjoy this unspoilt environment where you can unwind and explore nature and history.

Where Nature  
meets History



3

## AWAKEN YOUR SENSES

Welcome to the **land of gourmet delights**: from Chantilly whipped cream to cognacs from the Senlis arenas, treat yourself to our specialities! Meet our passionate craftspeople and share a warm and friendly moment with them. Who knows, you might even come away with their trade secrets?



2

## MARVEL AT ITS CULTURE

Treat yourself to an authentic journey back in time! Learn all about the **cultural sites** in the region. Discover museums with original collections that showcase local skills and traditions.



5

## RESOURCE YOURSELF ALONG THE WATER

**Water is everywhere** in this destination. From the canals and machinery designed by André Le Nôtre to the mills and wash-houses, the area has a host of structures that bear witness to the importance of water in the development of this destination. As you stroll around these remarkable sites, you'll find plenty of refreshing stops along the way.

# Welcome

to where Nature meets History!

Whether you're staying for a few days or just planning an outing for a few hours, we would be delighted to welcome you to Chantilly-Senlis.

In the heart of the Oise - Pays-de-France Regional Nature Park, this is where you'll find a wonderfully diverse and harmonious blend of nature and culture.

The towns of Chantilly, from Senlis to Ermenonville, have been awarded the **Ville et Pays d'Art et d'Histoire** (*Town and Country of Art and History*), label for their history, cultural heritage, craftsmanship and unspoilt environment.

Between forests and rivers, you'll be overwhelmed by the **beauty of the area**.

Over the centuries, countless artists have drawn inspiration from the heritage of our villages: gardens, abbey, châteaux... everything just invites you to dream and wander.

Choose from a **whole host of turnkey excursions** to discover and enjoy the very best of what Chantilly-Senlis has to offer.

The services featured in these fact sheets can be enjoyed over a morning or an afternoon. **All these days can be modified**. We are always on hand to prepare a tailor-made programme for you!

We are truly passionate about our region and would be delighted to be your privileged contact and offer you our personalised advice.

Do you need advice, information or a quote?  
Please contact us!



**Morgane**

+33(0)3.75.90.00.56

mbazillier@chantilly-senlis-tourisme.com



**Alicia**

+33 (0)3.75.90.00.57

alopez@chantilly-senlis-tourisme.com

## HOW DO I BOOK? HERE'S HOW IT WORKS!

I **contact** the Office  
and create my  
outing or holiday

I **choose** and  
adapt my  
programme with  
the Office team

I **confirm** my  
booking and  
enjoy my  
holiday

I **share** my experience  
directly on the  
satisfaction questionnaire

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For other interests













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The perfect destination for your group holiday

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General and special terms and conditions of sale

## Key to pictograms

	Heritage, Culture and Crafts
	Shows and events
	Gastronomy
	Nature and Gardens
	Along the Water
	Capacity
	Period of validity
	Foreign languages available
	Distance between communes
	Location of the event
	Duration of the event
	A day for keen walkers

## USEFUL INFORMATION

Each service can be tailored to your requirements, depending on the size of your group, and the options and extras you choose.

The prices given in this brochure are calculated on the basis of a group of 20 or more people. A supplement may be added for weekends and public holidays.

The suggested programmes and prices are given for information only and may be subject to change depending on the prevailing health and/or economic situation.

Some visits may entail access difficulties for people with reduced mobility and the elderly. Visits involve walking, sometimes through cobbled streets, or in places with staircases. We recommend wearing flat, comfortable shoes.

## OUR SERVICES



## ✦✦✦ Spend a day in the shoes of a prince at the Château de Chantilly

TAKE A TRIP BACK IN TIME WITH THE PRINCES OF CONDÉ!

◆ 10.15 am – 12 pm

### Guided tour of the Château de Chantilly

Visit the Condé Museum, France's second-largest collection of period paintings after the Louvre. Then visit the Large Suites, the chapel and the Reading room.

◆ 12 pm – 2 pm

**Lunch at La Capitainerie**, located in the heart of the Château de Chantilly, under the vaulted ceilings of Vatel's former kitchens.

◆ 2.30 pm – 3 pm

**Educational presentation on dressage** under the Dome of the Great Stables (depending on schedule). During this 30-minute presentation with commentary, a rider explains the techniques and secrets of dressage, ranging from the simplest to the most sophisticated.

◆ 3 pm – 3.45 pm

### Self-guided tour of the Great Stables and the Living Museum of the Horse

Discover one of the largest stables in Europe. An authentic architectural masterpiece of the 18<sup>th</sup> century. This famous equestrian venue features over 200 objects and works of art relating to the horse and its history, and examines the importance of the horse since the dawn of civilisation.

◆ 4 pm – 6 pm

### Self-guided tour of the château grounds

With an overall surface area of 115 hectares, the grounds of the Château de Chantilly embody several different periods of creation: the French-style garden created by André Le Nôtre, the Anglo-Chinese Garden and the English Garden.

from  
**€64**  
per person

👥 **From 20 to 150 people**

📅 **Every day except Tuesday and throughout January**

🗣️ **English/ German Spanish / Italian**

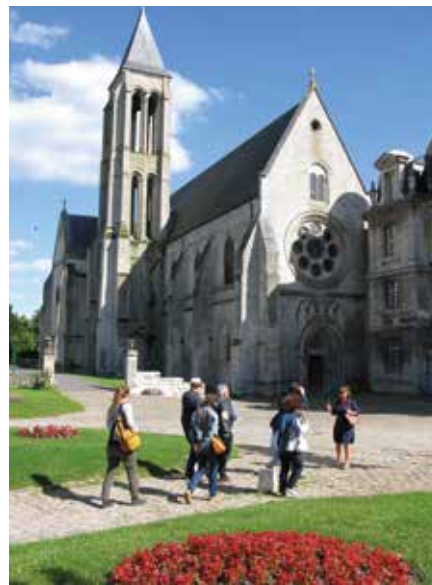
## INCLUDED

- > tours of the listed sites (with a guide where specified)
- > lunch including drinks

## OPTIONS

- > Guided tour of the Great Stables or the château grounds
- ★ Horse-riding show in the Great Stables (depending on schedule, lasts 1 hour)
- > Little train in the grounds from April to October (duration: 30 minutes)





## ✦ Senlis and its 2000 years of history

TAKE A JOURNEY THROUGH THE CENTURIES AS YOU EXPLORE THE MEDIEVAL CITY!

from  
**€52**  
per person

- ✦ From 20 to 150 people
- ✦ All year round from Monday to Saturday
- ✦ English / German / Spanish

### INCLUDED

- > tours of the listed sites (with a guide where specified)
- > lunch including drinks

### OPTIONS

- ✦ Tasting of cotignacs: a delicious delicacy made from quinces, which has been famous since ancient times
- ✦ Tour of the Senlis brewery

### ✦ 10 am – 12.30 pm

#### Guided tour of Senlis and the arenas

This tour explores 2,000 years of architecture and history as you visit the town's main sites: the arenas and the Gallo-Roman wall, major witnesses to the Gallo-Roman city of Augustomagus; the grounds and remains of the royal château, where Hugues Capet was elected; Notre-Dame cathedral, an open book spanning four centuries of Gothic art; and the model of the town in the former bishop's palace (except Mondays and Tuesdays).

### ✦ 12.30 pm – 2.30 pm

#### Lunch in one of the town's restaurants

### ✦ 3 pm – 5 pm

#### Guided tour of the Saint Vincent district

Private mansions, cobbled streets lined with flowers, the Saint-Vincent district and its ramparts afford stunning views over the old town! Discover the former Abbey of Saint Vincent, founded in 1066 by Anne of Kiev; used as a military hospital, barracks, spinning mill and then an educational centre, it is now home to a private secondary school. Take a stroll along the ramparts (13<sup>th</sup>–16<sup>th</sup> centuries) built under the reign of Philippe Auguste, with their towers, gates and posterns. Visit the 3,000 m<sup>2</sup> landscaped gardens of the former monastery of the Presentation, a foundation created by Bishop Nicolas Sanguin in the 17<sup>th</sup> century, then descend into a Gothic cellar with ribbed vaults.



## ✦ From royal city to princely city

DISCOVER THE MAIN ATTRACTIONS  
IN SENLIS AND CHANTILLY!

from  
**€65**  
per person

### ✦ 10 am – 12 pm

#### Guided discovery tour of Senlis

This tour takes you on a journey through 2,000 years of architecture and history, taking in the town's main sites: the grounds and remains of the royal château, where Hugues Capet was elected; Notre-Dame cathedral, an open book spanning four centuries of Gothic art; the Gallo-Roman wall; medieval alleyways; private mansions, etc.

### ✦ 12.15 pm – 2.15 pm

#### Lunch in a restaurant in Senlis or Chantilly

### ✦ 3 pm – 5 pm

#### Guided tour of the Château de Chantilly

The second largest collection of period paintings after the Louvre welcomes you! You can marvel at a number of masterpieces, including Poussin's famous *The Massacre of the Innocents* and Raphael's *Madonna and Child with Saint John the Baptist*. Your tour guide will tell you all about the astonishing history of the Princes as you visit the Large Suites, the painting galleries, the chapel and the reading room.

### ✦ 5 pm – 6 pm

#### Self-guided tour of the château grounds

With an overall surface area of 115 hectares, the grounds of the Château de Chantilly embody several different periods of creation: the French-style garden created by André Le Nôtre, the Anglo-Chinese Garden and the English Garden.

- ✦ From 20 to 150 people
- ✦ Every day except Tuesday and throughout January
- ✦ English / German / Spanish
- ✦ 9.7 km

### INCLUDED

- > tours of the listed sites (with a guide where specified)
- > lunch including drinks

### OPTIONS

- ✦ Tasting of cotignacs: a delicious delicacy made from quinces, which has been famous since ancient times
- > Little train in the grounds from April to October (duration: 30 minutes)





## ✦ The secrets of Chantilly-Senlis

ANECDOTES AND EXTRAORDINARY PLACES ALL REVEALED FOR YOU!

from  
**€58**  
per person

- ✎ From 20 to 50 people
- 📅 All year round from Monday to Sunday
- 📏 9.9 km

### INCLUDED

- > tours of the listed sites (with a guide where specified)
- > lunch including drinks

### OPTIONS

- > A visit to the Saint Frambourg chapel in Senlis may be included, at an additional cost and subject to availability

### ✦ 10 am – 12 pm

#### The mysteries of Senlis

Did you know that Senlis is the birthplace of the Capetian dynasty? Have you heard of the painter Seraphine and the film with the same name? Have you ever heard about the town's underground galleries? Our guides will open the doors to a not always visible but very present heritage and tell you all about the anecdotes that have made the royal city famous: cellars, gardens, places that are usually closed to the public but that are open to you as an exception...

### ✦ 12.15 pm – 2.15 pm

#### Lunch in a restaurant in Senlis or Chantilly

### ✦ 3 pm – 6 pm

#### The secrets of Chantilly

Chantilly is home to some little treasures that have been largely overlooked by the general public. Accompanied by a lecturer from the Ville d'Art et d'Histoire, begin your visit at the Lace Museum, where you will meet the lacemakers who, in the 19<sup>th</sup> century, produced the delicate and luxurious "black Chantilly lace", famous throughout Europe. Then take a plunge into the astonishing history of medicine in days gone by at the heart of the former hospital of the Princes of Condé to discover a rare collection of 120 18<sup>th</sup>-century medicine jars.



## ✦ Chantilly, its heritage and crafts

HAVE YOU EVER HEARD OF CHANTILLY WHIPPED CREAM? LEARN ALL ABOUT THE TOWN THAT GAVE ITS NAME TO THIS DELICIOUS DELICACY AND UNRAVEL THE MYSTERIES OF ITS RECIPE!

from  
**€82**  
per person

- ✎ From 5 to 40 people
- 📅 All year round from Monday to Saturday
- 🗣 English

### INCLUDED

- > tours and admissions of the listed sites (with a guide where specified)
- > 2-course lunch with drinks
- > Chantilly whipped cream class and tasting session

### ✦ 10 am – 11.30 am A stroll around Chantilly

Both a rural town and a Town of Art and History, Chantilly boasts architecture and landscapes that have been shaped by history. Come and discover the history of Chantilly through its emblematic monuments, such as the château, the racecourse, Notre-Dame church and many other places, all in the company of a passionate and fascinating tour guide. Using anecdotes from the past and present, your guide will help you understand why today, Chantilly is recognised as a princely town and the capital of the horse.

### ✦ 11.30 am – 1 pm Chantilly Whipped Cream Class

Whether you're a novice or a keen pastry connoisseur, come and learn how to whip up genuine Crème Chantilly in the finest tradition. Bertrand will be delighted to welcome you to a private venue for your group. After the whipped cream presentation by the Atelier de la Chantilly, you'll explore the gallery of whisks to find the one that suits you best, learn the techniques required to whip up your Crème Chantilly by hand and discover the mysterious origins of the name Crème Chantilly. Everyone will go home with their own jar or can savour it on the spot. You will also receive a souvenir of the workshop.

### ✦ 1 pm – 3 pm 2-course lunch in the town centre of Chantilly

### ✦ 3.30 pm – 5 pm Guided tour of the Lace Museum

Chantilly lace: fine, delicate black silk lace decorated with flowers. In the 19<sup>th</sup> century, this luxury finery, made by hand and with bobbins, earned Chantilly its reputation throughout Europe. A tour guide and a lace-maker will take you on a discovery tour of the world of lace, from the different techniques to the production process, including key figures, the special features of Chantilly and other anecdotes about the art of women's dress in the 19<sup>th</sup> century.





## Our Gallo-Roman ancestors

IN SENLIS, TAKE A JOURNEY BACK IN TIME TO ANTIQUITY  
AND DISCOVER THE SECRETS OF AUGUSTOMAGUS!

from  
**€64.50**  
per person

- From 20 to 35 people
- Every day except Monday and Tuesday
- 7.2 km
- A day for keen walkers

### INCLUDED

- > tours and admissions of the listed sites (with a guide where specified)
- > lunch including drinks

### OPTIONS

- Tasting of cognacs: a delicious delicacy made from quinces, which has been famous since ancient times

### ◆ 10 am – 12.30 pm

#### Guided tour of Senlis, a Gallo-Roman town

Take a tour of the ancient town: the arenas, dating back to the 1<sup>st</sup> century, could hold up to 8,000 people for gladiator fights or plays. The town wall, built in the 3<sup>rd</sup> century to protect the town against invasions, most of which still stands today.

Gallo-Roman remains at the Museum of Art and Archaeology: excavations in the basement have unearthed the remains of a dwelling dating from the 2<sup>nd</sup> century and the base of a rampart dating from the 3<sup>rd</sup> century, made up of sculpted elements from nearby ancient buildings.

### ◆ 12.30 pm – 2.30 pm

#### Lunch in a restaurant in Senlis

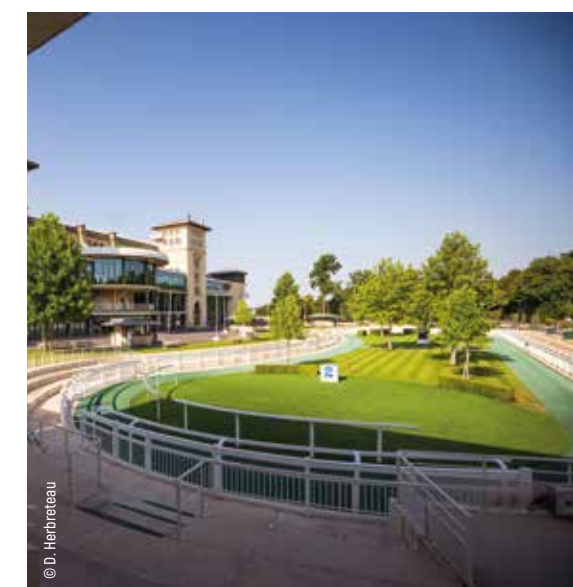
### ◆ 3 pm – 6 pm

#### Discovery of the Gallo-Roman temple in the Halatte forest with a guide

In the heart of the Halatte forest lie the remains of a Gallo-Roman temple dating from the 1<sup>st</sup> century AD.

This tour of the site will be an opportunity to discover the day-to-day life of a Gallic tribe, the Sylvanectes, who came here to make offerings to the healing gods in the form of small statuettes known as ex-votos. The temple was also a place of trade, where commercial and political affairs were conducted.

The level of difficulty and content are adapted to the target audience.  
Wear clothing that is suitable for walking.



## Chantilly, to the sound of hooves

THE CAPITAL OF THE HORSE WELCOMES YOU:  
STEP INTO THE THICK OF THE ACTION!

### ◆ 9 am – 11 am Guided tour of the France Galop training centre and a horse-racing stable

Here you can discover a site that is unique in the world and delve into the world of professional horse riders: trainers, training riders, France Galop technicians, etc. This is your chance to learn all about the world of horses, the challenges they face and the physical preparation of the "princes of the racecourse", the famous thoroughbreds.

### ◆ 12 pm – 2 pm Lunch in a restaurant in Chantilly

#### OPTION 1

### ◆ 2.30 pm – 3 pm Educational presentation on dressage under the Dome of the Great Stables (depending on schedule).

During this 30-minute presentation with commentary, a rider explains the techniques and secrets of dressage, ranging from the simplest to the most sophisticated.

### ◆ 3 pm – 4.30 pm

#### Guided tour of the Great Stables and the Living Museum of the Horse

Discover one of the largest stables in Europe. An authentic architectural masterpiece of the 18<sup>th</sup> century, this famous equestrian venue features over 200 objects and works of art relating to the horse and its history, and examines the importance of the horse since the dawn of civilisation.

#### OPTION 2 (on race days only)

### ◆ 2.30 pm – 4.30 pm Guided tour of Chantilly racecourse

In the company of a tour guide, take a journey through the 200 years of the racecourse's history: from the first gallop in 1833 to the latest modernisations and the creation of the legendary Grand Prix races. Then set off to discover the world of horse-racing by visiting its many facilities (weighing-out, ring, grandstands, stables, etc.) in the footsteps of the horses and jockeys.

#### OPTION 1

from  
**€75**  
per person

#### OPTION 2

from  
**€65**  
per person

- From 20 to 50 people
- Every day except Tuesday
- English

### INCLUDED

- > tours and admissions of the listed sites (with a guide where specified)
- > lunch including drinks

### OPTIONS

- Horse-riding show in the Great Stables (depending on schedule, lasts 1 hour), additional charge





## The homes of collectors





MARVEL AT THE BEAUTY OF OUR MUSEUM COLLECTIONS!

### OPTION 1

from  
**€81.50**  
per person

### OPTION 2


from  
**€61.50**  
per person

-  From 20 to 100 people
-  Wednesdays to Saturdays
-  English / German / Spanish
-  Option 1: 20.1 km  
Option 2: 10.9 km

### INCLUDED

- > tours and admissions of the listed sites (with a guide where specified)
- > lunch including drinks

### OPTIONS

-  A tasting session is available at the end of the day at the Brasserie Félicité

### OPTION 1

#### ◆ 10.15 am – 11.45 am Guided tour of the Château de Chantilly

Visit the Condé Museum, France's second-largest collection of period paintings after the Louvre. Then visit the Large Suites, the chapel and the Reading room.

#### ◆ 12 pm – 2 pm Lunch at La Capitainerie, located in the heart of the Château de Chantilly, under the vaulted ceilings of Vatel's former kitchens

### OPTION 2

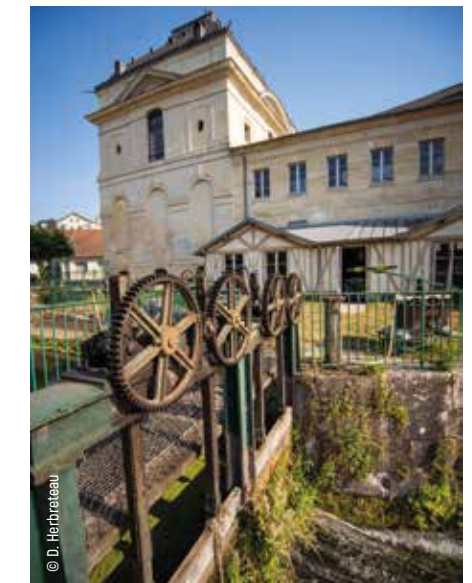
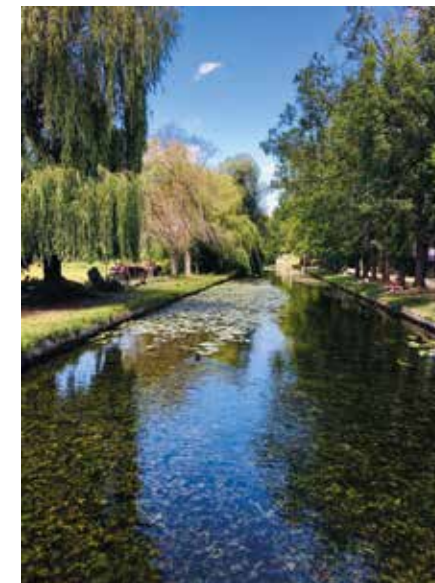
#### ◆ 10 am – 12 pm Guided tour of the Museum of Art and Archaeology in Senlis

Housed in the former bishop's palace, the Museum of Art and Archaeology's vaulted cellars contain a remarkable collection of ex-votos, the remains of a Gallo-Roman settlement and the remains of a 3<sup>rd</sup>-century rampart. The ground floor of the museum showcases its archaeological collections. There's more to discover: the Gothic room features sculptures from the Middle Ages, while the first floor showcases paintings from the 16<sup>th</sup> to the 20<sup>th</sup> centuries. One section is devoted to Thomas Couture (a 19<sup>th</sup>-century history painter), while the second section retraces the world surrounding Séraphine de Senlis (a painter of naïve art).

#### ◆ 12 pm – 2 pm Lunch in a restaurant in Senlis

#### ◆ 3 pm – 5 pm Guided tour of the "Domaine de Chaalis" estate

The museum is home to the Jacquemart André Collection, comprising over 6,000 works of art, furniture, paintings, sculptures, decorative objects, frescoes by Primaticcio and the Jean-Jacques Rousseau Collection. This museum boasts one of the most extensive collections on the French philosopher (manuscripts, illustrations, etc.). You can also admire Primaticcio's frescoes in the chapel of Sainte-Marie and wander through the rose garden (Remarkable garden).



## Along the water and onto cream

FOLLOW THE BANKS OF CHANTILLY'S MIGHTY WATERS AND TREAT YOUR TASTE BUDS TO ITS FAMOUS CREAM!

### ◆ 10 am – 11.30 am

#### In the footsteps of Le Nôtre

Nestling on the banks of the Nonette, the town of Chantilly is strongly influenced by the presence of water. Reservoir, canals and locks remind us of the essential role played by this source of energy from the water features in the Condé gardens in the 17<sup>th</sup> century to the Duke of Aumale's laundry, via the town's vanished manufacturing heritage. Come and discover this natural and hydrological heritage in the company of a tour guide.

### ◆ 12 pm – 2 pm

#### Lunch in a restaurant in Chantilly

### ◆ 2.30 pm – 4 pm

#### Guided tour of the Manse Pavilion

This listed building, a former mill of the Princes of Condé, is the heart of the hydraulic system that was used to convey water to the fountains and water jets in the gardens designed by André Le Nôtre. Explore the evolution of the mechanism over 3 centuries by activating an impressive wooden wheel from the 17<sup>th</sup> century, then head straight into the industrial revolution with the sound of machinery from the 19<sup>th</sup> century.




As the crowning achievement of modernism, the Pavilion also housed the Duke of Aumale's laundry, which was entirely mechanised and remained in operation up until the 1970s.

### ◆ 4 pm – 5 pm

#### Demonstration and tasting session of Chantilly whipped cream with a snack

Attend a demonstration of the real Chantilly Whipped Cream recipe with the Confrérie des Chevaliers Fouetteurs (Brotherhood of Whipping Knights). You can sample our Chantilly Whipped Cream accompanied by a delicious apple tart and a drink in the drying room of the Manse Pavilion. Everyone will take home a leaflet on the Treasures of Chantilly.

from  
**€75**  
per person

-  From 20 to 80 people
-  Every day
-  English

### INCLUDED

- > tours and admissions of the listed sites (with a guide where specified)
- > lunch including drinks
- > demonstration and snack with Chantilly whipped cream





## ✦ The secrets of the princely gardens

COME AND TAKE A STROLL THROUGH A HARMONIOUS SYMPHONY OF GARDENS AT CHANTILLY! 400 YEARS OF HISTORY OF THE GARDENS.

from  
**€74**  
per person

- ✦ From 20 to 30 people
- ✦ All year round except Mondays and Tuesdays

### INCLUDED

- > tours of the listed sites (with a guide where specified)
- > lunch including drinks

### OPTIONS

- ✦ Meeting with a gardener in the Château grounds
- > From April to October, the guided tour of the Château grounds can be replaced by a 30-minute tour with commentary on the little train

### ✦ 10 am – 11.30 am

#### Guided tour of the grounds of the Château de Chantilly

Covering an area of 115 hectares, the grounds of Château de Chantilly are the result of several creations carried out according to the fashions of each period: the French garden designed by André Le Nôtre in the 17<sup>th</sup> century, the Anglo-Chinese garden at the end of the 18<sup>th</sup> century and the English garden in the 19<sup>th</sup> century. It thus offers a unique insight into the relationship between humankind and nature in the Western world spanning more than three centuries. Water features, ponds, canals and a wooded park with statues, as well as a factory and a hamlet, are set around the monumental ensemble formed by the 16<sup>th</sup>-century Château de Montmorency and the 19<sup>th</sup>-century Château of the Duke of Aumale (Historic Monument and Remarkable Garden).

### ✦ 12 pm – 2 pm

#### Lunch at La Capitainerie, located in the heart of the Château de Chantilly, under the vaulted ceilings of Vatel's former kitchens

### ✦ 2.30 pm – 4 pm

#### Guided tour of the Potager des Princes vegetable garden

In the heart of Chantilly, in 3 hectares of historic parkland listed as a Remarkable Garden, the Potager des Princes is a vegetable garden bursting with flowers and a symphony of 25 contrasting gardens. It is also a wildlife park. France's first newly-created Japanese vegetable garden is the most diverse collection of Japanese plants and trees to be found in a single location. As they stroll through the grounds, visitors can wander along slate "Japanese stepping stones" on the edge of a waterfall, admire a Japanese farmyard, weave their way through a bamboo maze, ponder a Zen garden and cross a traditional Japanese bridge.



## ✦ A fresh perspective on the forest

A JOURNEY INTO THE HISTORY OF OUR FORESTS

### ✦ 10 am – 12 pm Guided tour of the Venerie Museum

Nestled in the grounds of the Senlis royal château, the Musée de la Vénérerie evokes the cultural and artistic dimension of hunting with hounds, a tradition deeply rooted in the region. The house is decorated with countless trophies of this traditional custom. Paintings, engravings, photographs, fine art objects and accessories used in the practice of hunting with hounds adorn this building and bear witness, through a recent museography, to the great role played by hunting throughout history.

### ✦ 12 pm – 2 pm Lunch in a restaurant in Senlis

#### OPTION 1

#### ✦ 3 pm – 6 pm Guided hike in Chantilly forest

Regarded as a natural place par excellence, the forest is in fact an area created by man for a variety of uses. This trail, in partnership with the Institut de France, is an invitation to discover the secrets of the Chantilly forest, along its paths, its armorial markers and the remnants of its gradual development. A place for leisurely walks, hunting and horse-riding, but also a forestry area, the Chantilly forest now has to accommodate all these different uses and face up to an unprecedented crisis brought about by climate change.

#### OPTION 2

#### ✦ 3 pm – 6 pm If I were told the story of Halatte forest

At the bend of a path or a forest trail, you will find armorial markers, fountains, or even majestic signposts. This guided walk in the heart of the forest will reveal these often little-known elements of minor historical heritage, and show how important they still are today for walkers and forestry professionals alike.

Walk offered in partnership with the Association des Poteaux des Trois Forêts. The level of difficulty and content are adapted to the target audience. Wear clothing that is suitable for walking.

OPTION 1  
from  
**€54**  
per person

OPTION 2  
from  
**€60.50**  
per person

- ✦ From 20 to 50 people
- ✦ Every day except Sundays, Mondays and Tuesdays
- ✦ English
- ✦ Option 1: 11 km  
Option 2: 11.5 km
- ✦ A day for keen walkers

### INCLUDED

- > tours and admissions of the listed sites (with a guide where specified)
- > lunch including drinks





## ✦ In the footsteps of Saint Louis

WALK IN THE FOOTSTEPS OF THE KING,  
THROUGH THE MONUMENTS THAT MARKED HIS LIFETIME.

from  
**€57**  
per person

- ✦ From 20 to 80 people
- ✦ Every day
- ✦ English / German
- ✦ 21 km

### INCLUDED

- > tours of the listed sites (with a guide where specified)
- > lunch including drinks

### OPTIONS

- ✦ Supplement for a snack at Royaumont Abbey

### ✦ 10 am – 12 pm

#### Guided tour in the footsteps of Saint Louis

Saint Louis left his mark on the town: Senlis, birthplace of the Capetian kings, where the château was the royal residence until the early 16<sup>th</sup> century.

In the heart of its grounds, the Saint-Maurice priory was built by Saint Louis in 1262 to house the illustrious relics of Saint-Maurice. It was also during his reign that the majestic Notre-Dame cathedral was extended, with its splendid stained glass windows recounting the life of this extraordinary king.

### ✦ 12 pm – 2 pm

#### Lunch in a restaurant in Senlis or in Royaumont Abbey

### ✦ 3 pm – 5 pm

#### Guided tour of Royaumont Abbey

Saint Louis built it in 1228 and stayed there regularly, achieving the perfect balance between his faith and his royal duties. The refectory, the kitchens, the sacristy, the Gothic cloister and the ruins of the church are still today the setting for stories depicting his great piety. Not only is its 13<sup>th</sup>-century Gothic architecture exceptional, it also boasts three remarkable gardens: a medieval-inspired garden, a formal garden and a vegetable garden.



## ✦ From painting to film-making

RELIVE THE STORY OF SÉRAPHINE, AN EXTRAORDINARY PAINTER, AND DISCOVER THE FAMOUS LOCATIONS WHERE *SÉRAPHINE* AND *BEAUTY AND THE BEAST* WERE FILMED. STEP INTO THESE NATURAL SETTINGS, A COMBINATION OF HERITAGE AND CINEMA.

### ✦ 10 am – 12 pm

#### Guided tour in the footsteps of Séraphine

In 1913, the German critic and collector Wilhelm Uhde moved to Senlis and, by the greatest of coincidences, discovered a totally original artist whose spontaneous art left him speechless. It was Séraphine, his cleaning lady...

This is the theme of Martin Provost's film, starring Yolande Moreau and Ulrich Tukur, shot partly in Senlis, and released on screens in October 2008.

This guided tour is an opportunity for walkers to discover this endearing and original character, his life and his works, by exploring the locations where the film "awarded 7 Césars" was shot and by visiting the permanent exhibition of his paintings at the Museum of Art and Archaeology.

### ✦ 12 pm – 2 pm

#### Lunch in a restaurant in Senlis

### ✦ 3 pm – 5 pm

#### Guided tour around the grounds of the Château de Raray

The architecture of this château, which is listed as a historic monument, has evolved over the centuries. The estate, which is home to the golf course, is famous for its hunting gallery and 17<sup>th</sup>-century château, and as you head towards the woods, you will see a decorative doorway carved with a majestic unicorn, known as the "Porte rouge" (Red door).

In the courtyard, you will be greeted by a strange sculpted decoration depicting scenes of venery, which was the passion of all the owners of these premises.

The Château de Raray was the poetic setting for the famous film *Beauty and the Beast* by Jean Cocteau, who fell in love with the place.

from  
**€53.50**  
per person

- ✦ From 20 to 90 people
- ✦ Every day except Sundays, Mondays and Tuesdays
- ✦ English / German
- ✦ 13 km

### INCLUDED

- > tours and admissions of the listed sites (with a guide where specified)
- > lunch including drinks





## ✧ In the footsteps of the builders

FROM THE QUARRYING OF THE SAINT-MAXIMIN STONE TO THE CONSTRUCTION OF SENLIS CATHEDRAL, SET OFF TO LEARN ALL ABOUT THE PEOPLE WHO BUILT THE CATHEDRAL AND THEIR HISTORY!

from  
**€47**  
per person

- ✎ From 20 to 50 people
- 📅 Tuesdays to Saturdays
- 🗣️ English
- 📏 12.5 km

### INCLUDED

- > tours of the listed sites (with a guide where specified)
- > lunch including drinks
- ☕ A tasting session is available at the end of the day at the Brasserie de Senlis

### ✦ 10 am – 11.30 am

#### Guided tour of the Maison de la Pierre in Saint-Maximin

Located in the south of the Oise department, the Maison de la Pierre is an invitation to explore a fascinating underground world. Do you know where all the stones that make up our châteaux, churches and houses come from? Saint-Maximin stone has been used to build grand monuments such as the Garnier Opera House, Les Invalides, the Haussmann buildings and even Senlis Cathedral. The guide will lead you into the underground quarry and tell you the story of these stone-cutters: how they lived 15 metres underground and the technical stages of their arduous labour.

### ✦ 12 pm – 2 pm

#### Lunch in a restaurant in Senlis

### ✦ 2.30 pm – 4.30 pm

#### Guided tour of Senlis cathedral

Notre-Dame is steeped in four centuries of Gothic art. Many artists and kings have contributed to its construction and embellishment. In the 12<sup>th</sup> century, under the impetus of King Louis XII, extensive works were undertaken to build the first “small” basilica cathedral, including the glorious west portal, a masterpiece of early Gothic sculpture. Following a fire in 1504, Louis XII and François 1<sup>st</sup> contributed to raising the vault and building the south façade in flamboyant Gothic style.



## ✧ A blend of tradition and expertise

GO BEHIND THE SCENES OF THE ANCESTRAL TABLET MAKERS AND LACE-WEAVERS TO DISCOVER THE SECRETS OF MAKING MOTHER-OF-PEARL AND “BLONDE DE CHANTILLY” SILK THREAD LACE!

### ✦ 9.30 am – 11.30 am

#### Guided tour of the Musée de la Nacre (Mother-of-pearl museum)

How do you make a set of dominoes or a fan? Does the traditional button have two or three holes? And where does mother-of-pearl come from? All the answers can be found at the Musée de la Nacre et de la Tabletterie! The story of the tablet makers began in the 16<sup>th</sup> century in Méru, a small town in the Oise department on the outskirts of Paris. In a former 19<sup>th</sup>-century button factory, period machinery, pulleys and leather belts stand alongside precious objects made from natural materials such as mother-of-pearl, ebony, ivory and tortoiseshell. In the workshops, where all the machines still work today thanks to an authentic century-old steam engine, the tablet makers are still busy producing. The demonstrator guide will take you through their work and show you the masterpieces they have created.

### ✦ 12.30 pm – 2.30 pm

#### Lunch in a restaurant in Chantilly

### ✦ 3 pm – 4.30 pm

#### Guided tour of the Lace Museum

Here, you can appreciate and discover the beauty of real Chantilly lace, known as *blonde*: fine, delicate black silk lace decorated with flowers. In the 19<sup>th</sup> century, this luxury finery, made by hand and with bobbins, earned Chantilly its reputation throughout Europe. A tour guide and a lace-maker will take you on a discovery tour of the world of lace, from the different techniques to the production process, including key figures, the special features of Chantilly and other anecdotes about the art of women's dress in the 19<sup>th</sup> century.

from  
**€50.50**  
per person

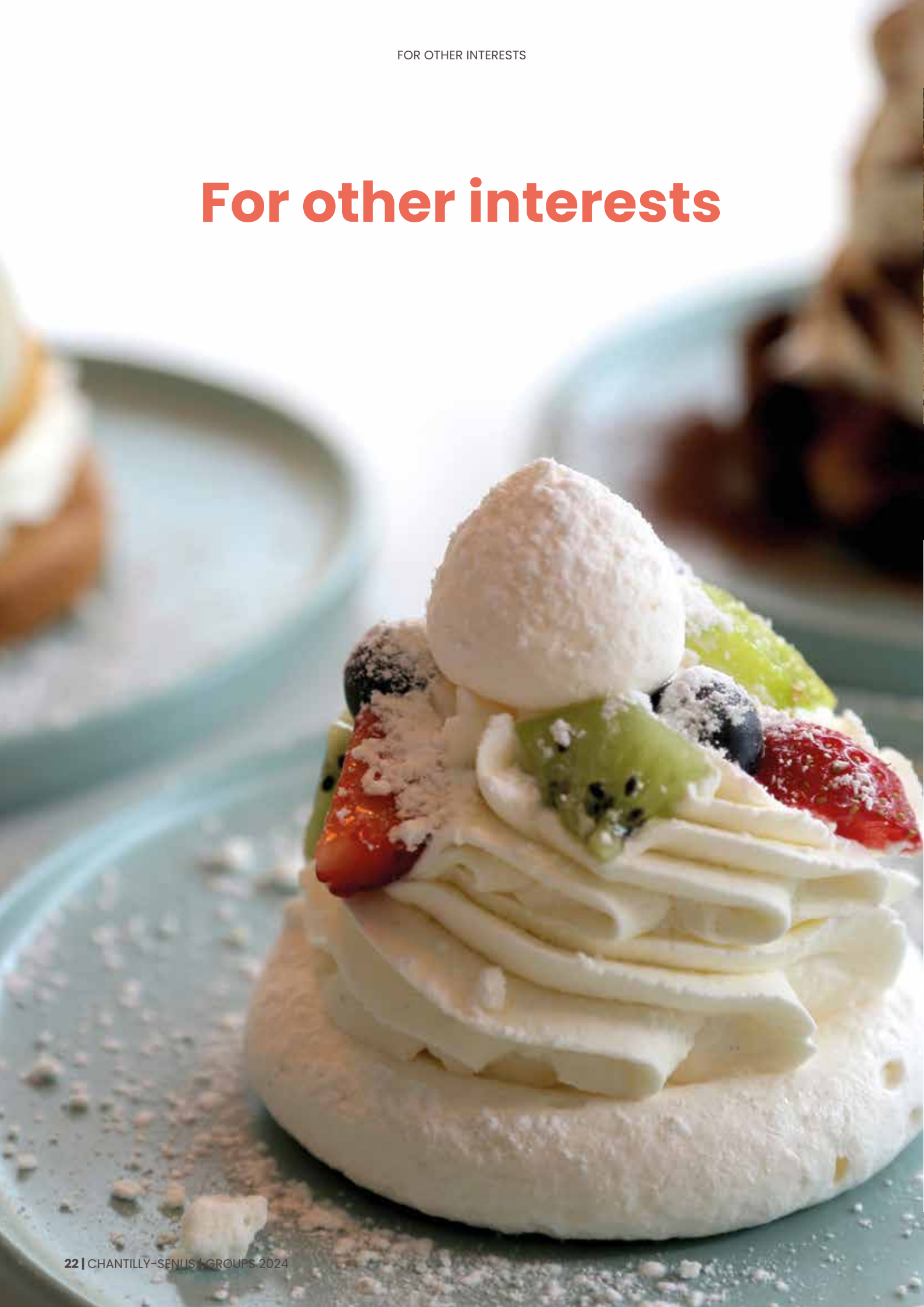
- ✎ From 20 to 25 people
- 📅 Every day
- 🗣️ English
- 📏 35.5 km

### INCLUDED

- > tours and admissions of the listed sites (with a guide where specified)
- > lunch including drinks



# For other interests



from  
**€35**  
per person

- 📍 **Departure from Rond-point des Lions (roundabout) in Chantilly / Car park P1 at the Château de Chantilly (€5 not included in the price)**
- 🕒 **3 hours**
- 👥 **From 5 to 50 people**
- 📅 **Every afternoon from 2.30 pm to 5.30 pm**
- 🗣️ **English**

**INCLUDED**  
Commented tour, bike and helmet hire

**OPTIONS**  
> bottled water, electric bike hire

**RECOMMENDATIONS**  
> clothing and accessories (cap, hat, sunglasses) depending on the weather  
> enclosed footwear (no flip-flops)  
> small backpack

THESE CYCLING TOURS TAKE YOU OFF THE BEATEN TRACK IN THIS SUPERVISED AND GUIDED EXPERIENCE FOR MAXIMUM ENJOYMENT AND TO LEAVE YOU WANTING TO COME BACK FOR MORE.

## Chantilly-Senlis by bike

Senlis, in the heart of the Ermenonville, Halatte and Chantilly forests, boasts exceptional architectural and cultural heritage. It is this wealth and diversity that we are simply inviting you to explore. This itinerary takes in the small country roads that run alongside the Nonette river. As Senlis Cathedral emerges from the landscape, we continue along the Avenue Verte Londres Paris as far as Senlis, where a remarkable visit is in store. The return journey takes in the small villages of St-Nicolas-d’Acy and Courteuil.

## Chantilly by bike

Listed as a French Town of Art and History, Chantilly reveals its secrets on this guided tour, which takes in some of the most beautiful places in the world. The Château de Chantilly and its majestic forest are an exceptional backdrop for your visit. A moment to remember! This tour takes in The Château de Chantilly, the Great Stables and the Manse Pavilion. We’ll also head into the forest and follow the famous “Piste des Lions” track.



## Walk with commentary around Commelles lakes

from  
**€15**  
per person

The Commelles lakes on the Chantilly estate are a perfect place for nature lovers to take a stroll. As well as being home to a diverse range of flora and fauna, the area is steeped in history. Set off to explore this remarkable site accompanied by a nature guide.

- 📍 Meet in front of the Château de la Reine Blanche
- 🕒 2 hours
- 👥 From 10 to 25 people
- 📅 Every day of the week from 10 am to 7 pm
- 💬 English

**INCLUDED**  
Nature guide



from  
**€8**  
per person

## ★ The vandalised manuscript treasure hunt

Léonard, a historian who has a passionate interest in Senlis, has written a book on the town's history. Just as he was about to put the finishing touches to it before presenting it to the publishers, he discovered that his manuscript had been damaged! Some pages have been torn out. Precious information has been lost. Set off to discover the history of Senlis and help Leonardo reconstruct the missing passages in his work. This rally on foot is the ideal way to explore Senlis in small groups and have fun at the same time.

- 📍 Departure from the Tourist Office in Senlis
- 🕒 2 hours
- 👥 From 2 to 20 people
- 📅 Every day except Mondays

**INCLUDED**  
Starter pack for the game

## 🍷 Guided tour and tasting session at the Brasserie de Senlis

from  
**€8**  
per person

Located just on the outskirts of Paris, in Senlis, the historic town where the Capetian dynasty was founded, the Brasserie de Senlis reinterprets medieval brewing to create organic craft beers with inimitable flavours. 100% organic beers *Made in Senlis*, brewed with a touch of honey. Come and learn all about the brewing techniques used on this guided tour: the Brasserie de Senlis brews in 20 HL tuns for 40 HL fermenters in a renovated former military barracks. A tasting and sales area is also available to welcome you.

- 📍 Senlis
- 🕒 1 hour
- 👥 From 10 to 50 people
- 📅 Every day

**INCLUDED**  
Guided tour and tasting session

Alcohol abuse is hazardous to your health and should be consumed in moderation.



from  
**€8**  
per person

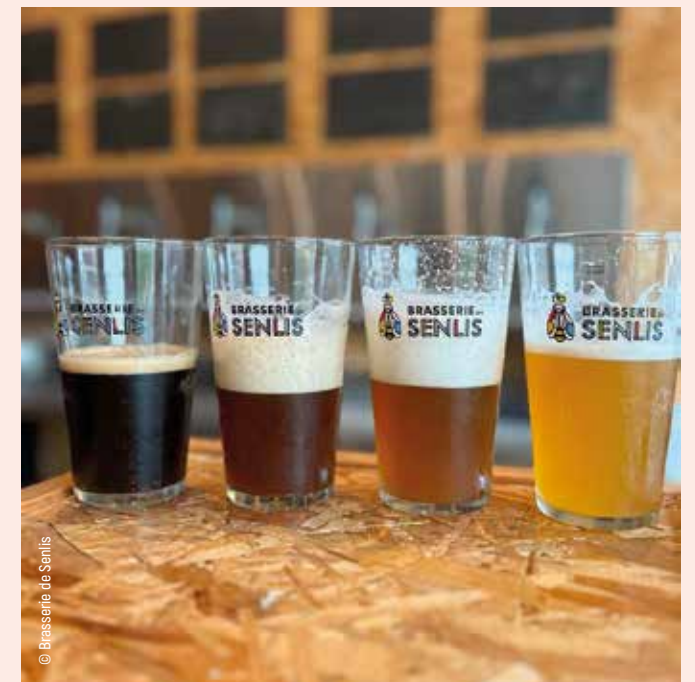
## 🍷 Guided tour and tasting session at the Brasserie Sainte Félicité

Two brothers with farming backgrounds wanted to promote the family farm and the products of their region. Their devouring passion for craft beer led them both to the same idea: to create an authentic brewery. The brewery was born out of a passionate desire to share traditional craftsmanship, while creating recipes using high-quality products. This tour will reveal the secrets behind the production and recipes of these beers. To round off the tour, you can enjoy a tasting session in the boutique.

- 📍 Montagny Sainte Félicité
- 🕒 1 hour
- 👥 From 10 to 50 people
- 📅 Every day

**INCLUDED**  
Guided tour and tasting session

Alcohol abuse is hazardous to your health and should be consumed in moderation.







from  
**€13**  
per person






## The musical battle

from  
**€40**  
per person

In the Atelier de la Chantilly classroom: demonstration of cream whipping, followed by a musical battle with a prize draw for the whisks in the gallery of whisks and a game of forfeits. Who will be the first to whip the cream? Switching bowls, stealing your neighbour's whisk, whipping blindfolded ... nothing will be spared until the cream is whipped to a creamy consistency. Fun and laughter guaranteed!

For groups of more than 15 people, 2 battle sessions will be organised, with an optional final to decide between the fastest. They will have to guess the flavours of our mystery whipped cream by tasting them!

Each participant goes home with a jar of Chantilly whipped cream and a souvenir of the workshop.






-  Chantilly
-  1 hour
-  From 10 to 20 people
-  Every day
-  English

**INCLUDED**  
Activities and tasting session



## La Confrérie des Chevaliers Fouetteurs de Crème Chantilly

The Confrérie des Chevaliers Fouetteurs (*Brotherhood of Whipping Knights*) have a passionate interest in Chantilly whipped cream, and their aim is to promote it through fun and interactive demonstrations at your events. Attend a demonstration of Chantilly whipped cream and taste it for yourself! Learn all about the history and true recipe of Crème Chantilly, explained, prepared and served by a representative of the Chevaliers Fouetteurs de Crème Chantilly. Everyone will take home a leaflet on the Treasures of Chantilly.

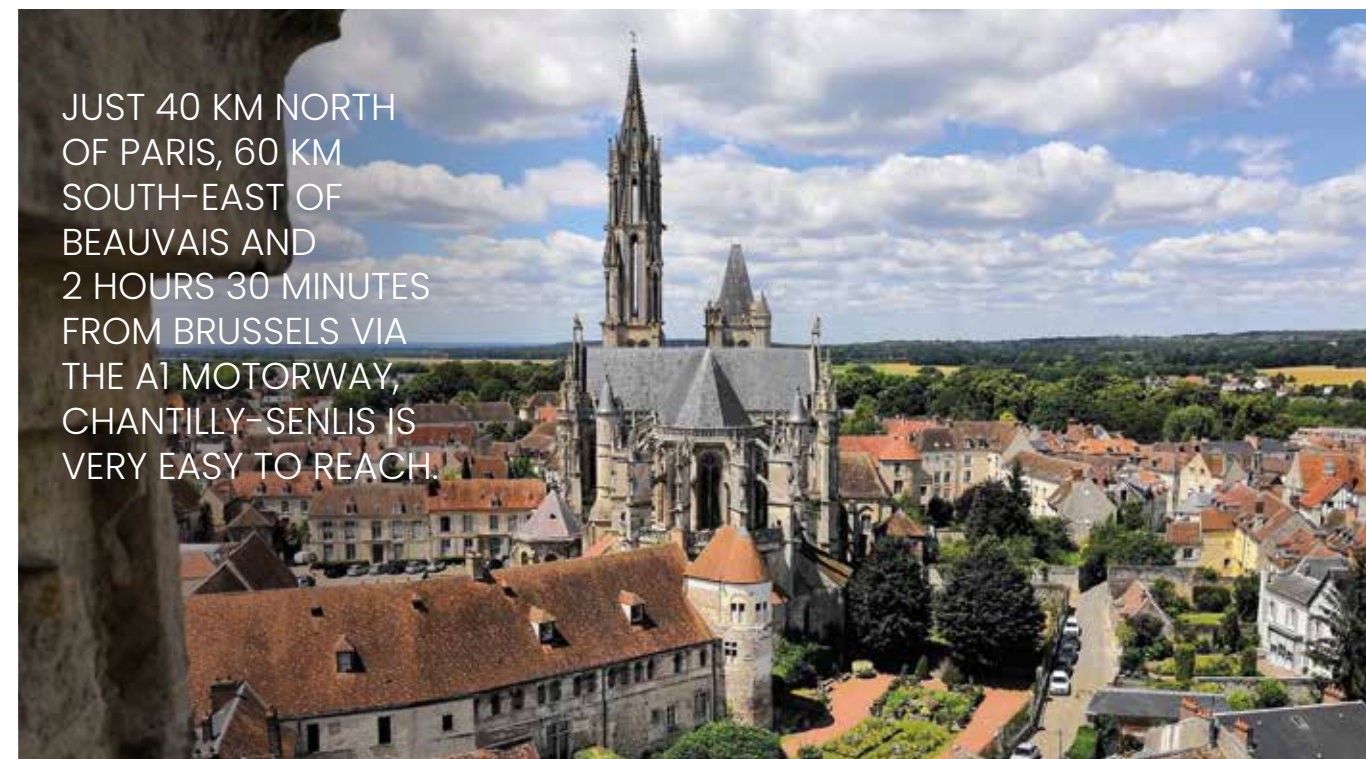
-  The host will come to the location of your choice
-  30 to 45 minutes
-  From 10 to 50 people
-  Every day
-  English

### OPTION

Induction: choose your future inductees who will assemble the cream in front of you and let you taste it on sweet bases. They will be awarded the diploma of "écuyer fouetteur" (whipping squire), sign the Brotherhood's visitors' book and receive a mini whisk keyring.

# Accessibility, a major advantage for the Chantilly-Senlis destination

JUST 40 KM NORTH OF PARIS, 60 KM SOUTH-EAST OF BEAUVAIS AND 2 HOURS 30 MINUTES FROM BRUSSELS VIA THE A1 MOTORWAY, CHANTILLY-SENLIS IS VERY EASY TO REACH.



### BY CAR

**From Paris, Lille and Brussels**  
A1 motorway exit n°7 Chantilly or n°8 Senlis

**From Roissy-Charles de Gaulle airport**  
A1 motorway exit n°7 Chantilly or n°8 Senlis (25 minutes)

**From Beauvais-Tillé airport**  
N31 - D1016 to Chantilly then D924 to Senlis (45 minutes)

### BY BUS FROM ROISSY-CHARLES DE GAULLE AIRPORT

**From the TGV high-speed train station at Roissy-Charles de Gaulle airport**  
Bus n°630 "Picardie-Roissy" (departure from Roissypôle, terminal 2) Senlis stop (25 minutes) and for Chantilly, take bus n°645.

### BY TRAIN FROM PARIS

**From Paris – Gare du Nord**  
Chantilly-Gouvieux stop (25 minutes) and for Senlis, take bus n°645

**From Paris Regional Express line RER D** -> Chantilly-Gouvieux stop (45 minutes) and to Senlis, take bus n°645

### REGIONAL EXPRESS LINE RER TIMETABLE

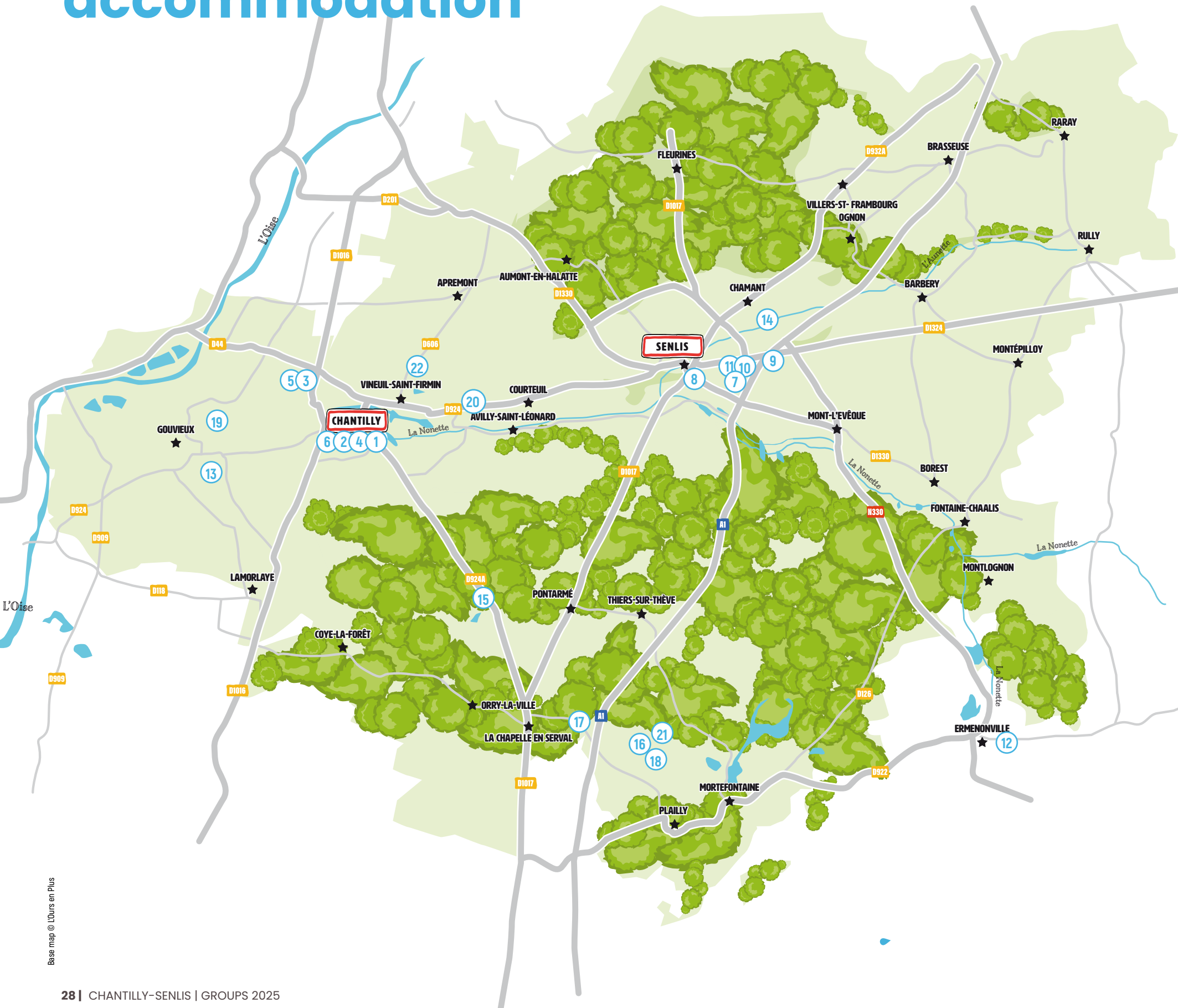
Regional transport operator TER Hauts-de-France adapts its transport plan on a daily basis. Before travelling, check that your train is running on the TER website and use the SNCF itinerary finder the day before at 5pm.

### ARE YOU COMING BY COACH?

Group drop-off points and parking areas will be provided with your tour documents.



# A wide range of hotel accommodation



## CHANTILLY

- 1 Auberge du Jeu de Paume\*\*\*\*\***  
4 rue du Connétable
- 2 Best western Plus Hotel du Parc\*\*\*\***  
36 avenue du Maréchal Joffre
- 3 Campanile Chantilly\*\*\***  
RN 16 route de Creil
- 4 Hotel le Chantilly\*\*\***  
9 petite place Omer Vallon
- 5 Kyriad Chantilly\*\***  
Rue des Fougères
- 6 L'Avenue Chantilly\*\***  
3 avenue du Maréchal Joffre

## SENLIS

- 7 Campanile Senlis\*\*\***  
70 Avenue du Général de Gaulle, RN 324
- 8 Hostellerie de la Porte Bellon\*\*\* (Guest house)**  
51 rue Bellon
- 9 Hotel Escapade Best Western Plus\*\*\*\***  
1 avenue Alain Boucher
- 10 Hotel Ibis-Courtepaille Senlis\*\*\***  
72, avenue du Général de Gaulle
- 11 Ibis Budget Senlis\*\***  
72, avenue du Général de Gaulle

## IN THE AREA

- 12 Château d'Ermenonville**  
Rue René de Girardin  
60950 ERMENONVILLE
- 13 Château de Montvillargenne\*\*\*\***  
2, avenue François Mathet  
60270 GOUVIEUX
- 14 Hotel l'Aunette Cottage\***  
9 et 11 rue Alain de Rothschild  
60300 CHAMANT
- 15 Hotel Le Relais d'Aumale\*\*\***  
37 place des Fêtes Henri Delaunay  
Hameau de Montgrésin  
60560 ORRY-LA-VILLE
- 16 Hotel des Trois Hiboux\*\*\***  
Parc Astérix  
60128 PLAILLY
- 17 InterContinental Chantilly Château Mont Royal\*\*\*\*\***  
Route Plailly  
60520 LA CHAPPELLE-EN-SERVAL
- 18 La Cité Suspendue\*\*\***  
Parc Astérix  
60128 PLAILLY
- 19 Le Château de la Tour\*\*\*\***  
Chemin du Château de la Tour  
60270 GOUVIEUX
- 20 Le Grand Pavillon\*\*\*\***  
4 rue de Senlis  
60500 VINEUIL-ST-FIRMIN
- 21 Les Quais de Lutèce\*\*\*\***  
Parc Astérix  
60128 PLAILLY
- 22 Mercure Chantilly\*\*\*\***  
4 route d'Apremont Chantilly  
60500 VINEUIL-ST-FIRMIN



# General terms and conditions of sale

**ART. 1 – PREAMBLE**

These special terms and conditions of sale govern the relationship between Chantilly-Senlis Tourisme, a local tourist organisation governed by Article L211-1 (II) of the French tourism code and a member of the ADN Tourisme network, and its customers. These special terms and conditions of sale comply strictly with current regulations and apply to all bookings made from the 1st July of 2018. They cancel and replace all previous versions of special terms and conditions of sale proposed by Chantilly-Senlis Tourisme. The Customer acknowledges that they have read these special terms and conditions of sale and have accepted the terms by signing the booking proposed by Chantilly-Senlis Tourisme and which, together with these special terms and conditions of sale, form the Contract, as this term is defined in article 2 below.

**ART. 2 – DEFINITIONS**

**Seller:** refers to Chantilly-Senlis Tourisme, a local tourism organisation, member of the ADN Tourisme network, which offers Tourist Services for sale in its geographical area of operation: the Senlis Sud Oise and Aire Cantilienne Communities of Communes. **Customer:** refers to the person who purchases or reserves a Tourist Service, on the understanding that the Customer may not be the beneficiary or participant of the Tourist Service, depending on whether the Customer wishes to benefit personally from the Tourist Service or whether they would like a third party to benefit from it. **Beneficiary or Participant:** refers to the natural person who uses the Tourist Service purchased by the Customer from the Seller.

**Holiday rental or seasonal rental or self-catering cottage:** a travel service comprising the rental of a property for a maximum, non-renewable period of ninety consecutive days, as defined by articles L211-4 of the French tourism code and 1-1 (2°) of Act n°70-9 of 2 January 1970. **Partner:** refers to any person producing or organising the Tourist Service sold by the

Seller to the Customer.

**Contract:** refers to all the reciprocal commitments made by the Seller, in the first instance, and by the Customer, in the second instance, relating to booking or purchasing a Tourist Service. The Contract comprises the general terms and conditions of sale applicable to all tourist operators, the special terms and conditions of sale applicable to the Seller and the booking conditions that are specific to the Tourist Service selected by the Customer.

**Stay:** refers to a tourist package within the meaning of Article L211-2 (II) of the French tourism code.

**Tourist service or Travel service:** refers to (i) a travel service or (ii) a tourist service or (iii) a tourist package or (iv) a related travel service, such as these terms are defined in Article L211-2 of the French tourism code.

**Outdoor activity:** refers to a Tourist service or Travel service that takes place in a natural environment.

**Distribution channel:** refers to the technical means used by the Seller to offer the Customer the opportunity to book or purchase a Tourist Service (telephone, website, physical reception, etc.).

**Party:** refers to the Seller or the Customer, depending on the meaning of the sentence in which this term appears. In the plural form, this term refers to the Seller and the Customer.

**Website:** refers to the Internet site(s) of the Seller, including those appearing at the following address(es): [www.chantilly-senlis-tourisme.com](http://www.chantilly-senlis-tourisme.com)

**ART. 3 - PRELIMINARY OR PRE-CONTRACTUAL INFORMATION**

**3.1 – SCOPE**

The descriptive information relating to the Tourist Service offered by the Seller and appearing on the Website or on the document that the Seller hands over to the Customer represents the preliminary or pre-contractual information given to the Customer within the meaning of article L. 211-8 of the French tourism code. The elements of this preliminary or pre-contractual information listed in article R211-4 of the French tourism code are binding commitments on the Seller.

**3.2 - CHANGES**

However, the Seller reserves the right to make changes to these elements of preliminary information insofar as these changes are communicated to the Customer in writing before the Contract is concluded, in accordance with the conditions set out in Articles R211-5 and

L211-9 of the French tourism code.

**3.3 - PRICE**

The price of the Tourist Service, displayed on the Website or on the preliminary information document that the Seller gives to the Customer, is the price in force at the time that the Customer consults it. It corresponds to the price of the Tourist Service, inclusive of all taxes (incl. VAT). In certain cases, additional charges may be levied by the Seller at the time of booking, the details and conditions of application of which are set out in the preliminary information.

The terms of payment for this price are also set out on the Website or in the preliminary information document.

**3.4 – TOURIST TAX (TAXE DE SEJOUR)**

In accordance with the legislation in force on the activity of booking platforms, the Seller may (i) collect the tourist tax applicable to the various territories in its geographical area of operation at the time of booking or purchase and (ii) pay it to the local authorities on behalf of the Customer. Where it is collected by the Seller, details of this tax are given on the Website or on the preliminary information document given to the Customer.

**3.5 – ADMINISTRATION FEES**

Finally, the Seller may also charge administration fees. The details and amount of these administration fees are specified in the preliminary information and may differ depending on the Seller's distribution channel. €20 administration fees

**3.6 – DEFINITIVE PRICE**

The definitive price, including VAT and all charges, of the Tourist Service is specified to the Customer before the Contract is finalised.

**ART. 4 – CUSTOMER'S RESPONSIBILITY**

The Customer is responsible for checking that the personal information that they provide at the time of booking, at the time of purchase or at any other time is accurate and complete. When booking online on the Website, the Customer is responsible for ensuring that the contact details that they provide are correct and that they will enable them to receive confirmation of their booking. Should the Customer fail to receive this confirmation within the specified time frame, the Customer is responsible for contacting the Seller without delay. Furthermore, and in order to ensure that their booking is properly followed up, the Customer must inform the Seller in writing as soon as possible of any change

in the personal information that they have provided to the Seller.

**ART. 5 – PRICE REVISION**

The price of the Tourist Service cannot be modified by the Seller after the Contract has been concluded, except in the cases listed exhaustively in article L211-12 of the French tourism code, and no later than 21 days before the start of the Tourist Service. In this respect, the booking elements stipulate the potential price revision parameters and how the price revision can be calculated on the basis of these parameters. The Customer cannot, under any circumstances, request the cancellation of the booking due to a price revision unless, as a result of this revision, the price increase is greater than 8% compared to the price initially agreed when the Contract was concluded.

**ART. 6 - SELLER'S RESPONSIBILITY**

In accordance with Article L211-16 of the French tourism code, the Seller is fully and legally responsible to the Customer or the Beneficiary of the Tourist Service for providing the services stipulated in the Contract. However, the Seller may be exempted from all or part of their responsibility by proving that the damage is:

- Attributable to the Customer or the Beneficiary,
- Or attributable to a third party unrelated to the provision of the travel services included in the contract and that it was unforeseeable or unavoidable,
- Or due to exceptional and unavoidable circumstances.
- If the Seller is held responsible, and except in the case of bodily injury or damage caused intentionally or through negligence, the compensation sought by the Customer may not exceed three times the total price of the Tourist Service.

**ART. 7 – ONLINE BOOKING PROCESS**

The online booking process on the Website is as follows:

- The Customer selects the Tourist Services of their choice and places them in their shopping basket.
- Once the shopping basket has been validated, the Customer enters their personal information and contact details.
- The Customer then proceeds to a page summarising all the elements that make up the Contract, the list of which is set out in articles R211-4 and R211-6 of the French tourism code.

- By an initial “click”, the Customer validates the terms of the Contract, subject to having expressly accepted these general and special terms and conditions of sale.
- By a second “click” by the Customer, reconfirming acceptance, the Customer validates the terms of payment of the price.
- If payment is made by credit card, the booking is considered firm and definitive and the Contract is only concluded once payment has been accepted by the Customer's bank. Any subsequent rejection of payment will result in the immediate cancellation of the Contract.
- Once the Contract has been definitively concluded, the Seller will send the Customer a confirmation e-mail, which summarises all the terms of the Contract. The content of this e-mail is deemed to be proof of the existence of the Contract.

**ART. 8 – OFFLINE BOOKING PROCESS**

If the booking is made offline, the Seller will send the Customer a draft Contract containing all the information specified in Articles R211-4 and R211-6 of the French tourism code and including these general and special terms and conditions of sale. The booking or act of purchase is definitively concluded once the Seller has received, before the deadline mentioned on the project, (i) a copy of the Contract signed by the Customer, which notably implies acceptance of these special conditions of sale (as stated on the Website and available on simple request from the Seller) and (II) payment of the part of the price indicated on the Contract as stated in article 10 below. If payment of the part of the price indicated in the Contract is made by bank card, the booking is considered to be firm and definitive and the Contract concluded when the customer communicates their bank details and security code, either by telephone to the Seller, or at one of the Seller's physical booking outlets. Any subsequent rejection of payment will result in immediate termination of the Contract.

**ART. 9 - NO RIGHT OF WITHDRAWAL**

In accordance with article L221-18 12° of the French consumer code, the Customer has no right of withdrawal following the purchase or booking of a Tourist Service offered by the Seller.

**ART. 10 – PAYMENT**

Except in the case of online bookings, where payment of the full price may be required at the time of booking, the

booking becomes firm and definitive and the Contract is concluded when the Seller has received a deposit representing at least 25% of the total price of the Tourist Service. The balance of the price is due no later than 30 days before the start of the Tourist Service. For bookings made less than 30 days before the start of the Tourist Service, full payment of the price of the Tourist Service is systematically required at the time of booking. Any Customer who has not paid the full price of the Tourist Service no later than 30 days before the start of the Tourist Service is considered to have cancelled their booking and will be liable for cancellation fees as indicated in article 16 below. Lastly, in accordance with Article 68 of French Decree 72-678 of 20 July 1972 as amended, no payment may be made for Holiday rentals more than 6 months before the keys are handed over.

**ART. 11 - EXCHANGE VOUCHER**

As soon as full payment has been received, the Seller will send the Customer an exchange voucher containing practical information on how to use the Tourist Service. It is no longer required for the Customer to hand over this exchange voucher to the Partner. On arrival, the Customer can give the reference number of their booking and show proof of identity bearing the name on the booking documents.

**ART. 12 – ARRIVAL**

The Customer must arrive on the agreed day and at the time indicated on the exchange voucher. In the event of a late or delayed arrival or a last-minute inconvenience, the Customer must notify the Partner whose address and telephone number are indicated on the exchange voucher. The price of any Tourist Services not used as a result of the delay will remain payable and the delay will not give rise to any reimbursement.

**ART. 13 – DURATION**

The Customer who signs the Contract, which is concluded for a fixed term, cannot under any circumstances claim any right to remain in the premises after the dates stipulated in the Contract.

**ART. 14 - AMENDMENT BY THE SELLER**

The Seller may unilaterally amend the terms of the Contract after the Contract has been concluded and before the start of the tourist service, without the



Customer being able to object, provided that the amendment is minor and that the Customer is informed as soon as possible in clear, comprehensible and visible terms on a permanent medium.

In the event that the Seller unilaterally amends a Tourist Service that has been firmly and definitively booked, and if this amendment is not minor and concerns an essential element of the Contract, such as an increase in price of more than 8% compared to the initial price should the price revision clause apply, the Customer may either accept the amendment proposed by the Seller, or cancel the Contract at no cost. In the event that the Contract is cancelled, the Customer will immediately receive a refund of the sums paid for the booking and will be paid compensation equivalent to that which the Customer would have had to pay if the cancellation had been made by the Customer on the date of the amendment, as set out in Article 16 below.

**ART. 15 – CANCELLATION BY THE SELLER**

The Seller has the option of cancelling the booking at no cost before the start of the Tourist Service in the following two cases:

- If the number of people booked for the Tourist Service is less than the minimum number indicated on the booking form and if the cancellation is made no later than (i) 20 days before the start date if the Tourist Service lasts more than 6 days, (ii) 7 days before the start date if the Tourist Service lasts between 2 and 6 days or (iii) 48 hours before the start date if the Tourist Service lasts no more than 2 days.

- If the Seller is unable to provide the Tourist Service due to exceptional and unavoidable circumstances and if the cancellation occurs as soon as possible before the start of the Tourist Service.

In the cases listed above, the Customer is entitled to a full refund of any payments made, but is not entitled to any additional compensation for any loss or damage sustained.

In all other cases, the Seller who unilaterally cancels a Tourist Service booked on a firm and definitive basis is liable to the Customer not only for the immediate reimbursement of the sums paid by the Customer in respect of this booking, but also for compensation corresponding to the compensation that the Customer would have had to pay if the cancellation had been made by the Customer on the same date, as mentioned in article 16 below.

**ART. 16 – CANCELLATION AND AMENDMENT BY THE CUSTOMER**

The Seller must be notified in writing of any request by the Customer to amend or cancel the Tourist Services booked on a firm and definitive basis.

The date of receipt of this written notification will be used to calculate the costs referred to below. The request must be made within 48 hours of the start date of the stay, failing which no refund will be given.

Any amendment request that is not expressly accepted by the Seller and that does not result in an amendment to the Contract with any necessary adjustments is deemed to be a cancellation. In this respect, and for all structures located on isolated sites, an amendment request concerning a postponement may be granted exceptionally in certain cases linked to climatic and accessibility conditions. The request must be made by e-mail or post to the Seller within 48 working hours of the change in weather conditions and/or in accessibility.

The entire group

Period observed before the start of the Stay or Service	Cancellation fees
More than 30 days	Non-refundable service charge (20€)
From 30 to 22 days	€50
From 21 to 8 days	30%
From 7 to 2 days	50%
Less than 2 days/ no show	100%

The Customer pays the Seller the cancellation costs, which are deducted from the sums already paid by the Customer for the booking.

If the Customer has taken out a cancellation insurance policy, the insurer will cover the cancellation costs in accordance with the terms and conditions of the insurance policy, a summary of which is enclosed with the Contract.

However, in the latter case, the cost of taking out the cancellation insurance policy cannot be reimbursed. Similarly, in the event of a payment solution set up by a third-party organisation at the Customer's request, the electronic payment charges linked to this payment solution and owed to this third-party organisation will not be reimbursed.

**ART. 17 - CURTAILMENT OF STAY**

If the Customer interrupts the Tourist Service before the scheduled end date, no refund will be given by the Seller.

However, the Customer may be entitled to compensation if the reason for the interruption is covered by the cancellation insurance policy that they have taken out.

**ART. 18 - ASSIGNMENT OF CONTRACT**

The Customer may assign the Contract to a third party who fulfils the same conditions as the Customer for using the Tourist Service. In this case, the Customer must inform the Seller of their decision by registered letter with acknowledgement of receipt no later than 7 days before the start of the Tourist Service. The Seller will then inform the Customer without delay of the amount of the costs relating to this assignment, which may not exceed any additional costs requested by the Partner and the cost of administering the assignment file by the Seller.

In the event of an Assignment, the Customer is jointly and severally liable with the third party and towards the Seller for payment of the balance of the price as well as any additional costs incurred as a result of said assignment.

**ART. 19 – SPECIAL TERMS AND CONDITIONS FOR ACCOMMODATION**

**19.1 – CAPACITY**

The Contract is drawn up for a limited number of people. If the number of guests exceeds the capacity of the accommodation stipulated in the Contract, the Partner may refuse to accept the additional guests. Any termination of the Contract for this reason will then be considered to have been initiated by and under the responsibility of the Customer.

In this case, the price of the Tourist Service will remain due to the Seller.

**19.2 - SECURITY DEPOSIT AND SCHEDULE OF CONDITION OF PROPERTY**

Some types of accommodation require the payment of a security deposit by the Customer to cover the financial consequences of any damage that may occur during the provision of the Tourist Service. The amount of this deposit varies and is specified in the preliminary information document. This security deposit is paid to the Partner or their representative at the start of the Tourist Service. A joint schedule of condition of property will be drawn up on arrival and departure to check the condition of the premises and rental items. On departure,

the deposit will be returned to the Customer, after deduction of the cost of any repairs, if any damage attributable to the Customer is found. In the event of early departure (as opposed to the times mentioned on the exchange voucher) that prevents the schedule of condition of property from being drawn up on the day of the Customer's departure, the Partner will refund the security deposit (or the balance of the deposit in the event of damage) to the Customer within a period not exceeding one week.

The Customer is required to use the leased property with due care and attention. The state of cleanliness of the accommodation on the Customer's arrival must be recorded in the schedule of condition of property. The Customer is responsible for cleaning the premises throughout the rental period and up until their departure.

**19.3 - PAYMENT OF UTILITIES**

Some types of accommodation require the payment of charges for water, gas, electricity, heating, etc. The details of these charges vary and are stipulated in the preliminary information document. As a general rule, the utilities included in the basic price comprise electricity (up to 8 kWh per day), gas for the gas cooker, and cold water. The amount of these utilities must be paid directly to the Partner against a receipt. Some rental prices may include a fixed rate for utilities.

**19.4 – HOTEL ACCOMMODATION**

Prices include room rental with or without breakfast, half board or full board. Unless stated otherwise, they do not include drinks with meals. If a Customer stays alone in a room intended for two people and unless stated otherwise, they will be charged a supplement known as the “single room supplement”. On the day of departure, the room must be vacated at the time displayed in the establishment.

**ART. 20 - OUTDOOR ACTIVITIES**

The Seller reserves the right to cancel an activity scheduled in the Contract if they are unable to provide this activity due to the occurrence of exceptional and unavoidable circumstances, as stated in article 15 above.

In the same situation involving exceptional and unavoidable circumstances, the Seller may also, with the Customer's agreement, except in the case of a minor amendment as stated in article 14 above, replace the original activity with another activity. However, in this second case, the Customer cannot claim any refund.

In all the cases referred to in this

paragraph, the Customer will not be entitled to claim compensation of any kind. Each participant must observe the safety rules and follow the advice of the supervisor. The Seller reserves the right to expel from a group at any time any participant whose behaviour may be considered as endangering the safety of the group and the well-being of the other participants. In this case, no compensation will be due.

Some Services that take place outdoors require good physical condition and/or specific equipment. In such cases, the relevant information is included in the preliminary information document.

**ART. 21 – ANIMALS**

The Contract or exchange voucher specifies whether or not the Customer may be accompanied by a pet during the Stay and, where applicable, will specify whether or not a pet is subject to an additional charge and/or a higher security deposit. If the Customer fails to comply with this clause, the service provider may refuse to provide the Tourist Service. In this case, no refund will be given.

**ART. 22 – INSURANCE**

The Customer is liable for all damage that may occur as a result of their actions. They are invited to check whether their personal insurance cover includes “holiday insurance”. Failing this, it is strongly recommended that they take out an insurance policy.

The Seller offers the Customer the option of taking out an insurance contract to cover the consequences of certain cases of cancellation and assistance; the content of the coverage and exclusions is stipulated in a document that will be given to the Customer at the same time as the preliminary information document. The Seller is covered by professional civil liability insurance as stated elsewhere.

**ART. 23 – COMPLAINTS**

Any complaint relating to the failure to fulfil or improper fulfilment of the Contract must be addressed to the Seller in writing within 48 working hours. Complaints concerning the schedule of condition of property must be brought to the Seller's attention within 48 hours of arrival.

**ART. 24- TOURISM MEDIATOR**

After contacting the Seller and if no satisfactory response is received from the Seller within 60 days, the Customer may refer the matter to the French Tourism and

Travel Mediator (Médiateur du Tourisme et du Voyage - MTV), whose contact details are as follows: MTV Médiation Tourisme Voyage BP 80 303 - 75 823 Paris Cedex 17, and whose referral procedures are available on the website: [www.mtv.travel](http://www.mtv.travel)

**ART. 25 – PROOF**

It is expressly agreed between the Parties that the data stored in the information system of the Seller and/or its Partners relating to the elements of the Tourist Service have the same evidential value as any document drawn up, received or stored in writing.

**ART. 26 - PERSONAL DATA**

Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, otherwise known as the General Data Protection Regulation or GDPR, and Act n°2018-493 of 20 June 2018 on the protection of personal data, lay down the legal framework that applies to the processing of personal data.

As part of its business of selling Stays and Tourist Services, the Seller implements and uses processing techniques for personal data relating to Customers and Beneficiaries.

In accordance with Article 12 of the GDPR, the Seller has laid down the rights and obligations of Customers and Beneficiaries with regard to the processing of their personal data in a document called the “Politique de Confidentialités” (Privacy Policy), which can be accessed at the following address: <https://www.chantilly-senlis-tourisme.com/politique-de-confidentialites/> and upon request from the Seller.

For all other more general information on the protection of personal data, interested parties are invited to consult the website of the French Data Protection Authority (CNIL) [www.cnil.fr](http://www.cnil.fr).

**ART. 27 - USE AND PRIMACY OF THE FRENCH LANGUAGE**

In accordance with Act n° 94-664 of 4 August 1994, the offers presented on the Seller's websites, as well as these special terms and conditions of sale, are written in French. However, translations into foreign languages of all or part of this information may be available. The Parties agree that the French language version takes precedence over all versions drafted in another language.



ART. 28 - APPLICABLE LAW

All Contracts concluded between the Seller and the Customer are governed by French law.

SELLER'S IDENTITY - PROFESSIONAL INDEMNITY INSURANCE - FINANCIAL GUARANTEE

- Seller information

Company name: CHANTILLY-SENLIS TOURISME

Legal form: Associative

SIRET (French company registration) n°: 852 929 595 00019

APE (French business identifier) code: 7990Z

ATOUT FRANCE (French tourism development agency) registration n°: IM060200001

Address: 30 AVENUE EUGÈNE GAZEAU 60300 SENLIS

Phone number: +33 (0)344.53.0640

Legal representative: Éric Woerth - President

e-mail addresses: aloyez@chantilly-senlis-tourisme.com and mbazillier@chantilly-senlis-tourisme.com

Professional indemnity insurance:

The Seller has taken out professional indemnity insurance (ARCP) n° 116899203 with MMA IARD, 14 BOULEVARD MARIE ET ALEXANDRE OYON, 72030 LE MANS, FRANCE, to cover any consequences of Professional Civil Liability that the Seller may incur.

Coverage: civil liability for associations and civil liability for executives and corporate officers

Financial guarantee:

The Seller provides evidence of a financial guarantee taken out with GROUPAMA ASSURANCE-CRÉDIT & CAUTION, 8-10 RUE D'ASTORG, 75008 PARIS, France, contract n°4000717015/0, the purpose of which is to protect the consumer (reimbursement of deposits paid, continuation of the trip, etc.) in the event of the Seller's financial failure.

# Special terms and conditions of sale

These special terms and conditions apply to contracts concluded by groups as defined in the general terms and conditions of sale. These terms and conditions of sale take precedence over the general terms and conditions of sale for all the services concerned and for the subjects covered.

ARTICLE 1: INFORMATION AND GUIDED TOURS

Coaches are not permitted in Senlis town centre.

Coach parking is free in the Château de Chantilly car park, but private cars are subject to a charge.

Some visits may entail access difficulties for people with reduced mobility and the elderly. Visits involve walking, sometimes through cobbled streets, or in places with staircases. We recommend wearing flat, comfortable shoes.

Visits to private sites can only take place subject to the agreement and/ or availability of the owners at the time of booking for the planned date of the visit, and only concern the exterior of the properties.

ARTICLE 2: RATES FOR GUIDED GROUP TOURS

Prices are calculated according to the number of participants, the day of the week and are specific to each type of visit (duration and additional admission fees). Most of the programmes offered by the Tourist Office include the services of tour guides. Some tours do not include the rate for the tour guide, which is additional to the site admission fee. The Customer agrees with their advisor to check and confirm the services and rates. The tour guide cannot take on the same number of people for each site and service, and some sites only accept a limited number of visitors for safety reasons and to ensure the well-being of the group during the tour or event. The advisor informs the customer in advance of this. If the maximum number of participants is exceeded, a second guide is required and an additional charge will be added to the initial service.

If there is any change in the number

of participants, either an increase or decrease, the Tourist Office must be notified in writing (letter or e-mail) at least 15 days before the date of the service. The price of the services will be revised in line with the new headcount.

Without the prior agreement of the Tourist Office, no person in excess of the contracted number will be able to receive the services.

If customers refuse to reduce the size of their group to the contractually agreed size, the service provider may refuse to provide the service. If they accept, the additional services will be added to the invoice and will be payable without the customer's prior agreement.

ARTICLE 3: BOOKING PROCESS - SERVICE CHARGES

All bookings must be requested by the customer (in person at the reception desk, by telephone, post or e-mail).

Once the services required by the Customer have been determined, Chantilly-Senlis Tourisme will send the Customer a Quotation by e-mail, detailing all the elements set out in articles R.211-4 and R.211-6 of the French tourism code, including these special terms and conditions of sale and the standard information form.

Service charges apply to quotations and contracts and are specified when the quotation or contract is sent and invoiced on a one-off basis for the entire booking at the rate of €20 (incl. VAT) per package. In the event of cancellation, these service charges are non-refundable and will not be reimbursed.

The booking or the act of purchase is definitively concluded once the Seller has received a copy of the Quotation or the contract signed by the Customer, which notably implies acceptance of these general and special terms and conditions of sale, as well as payment of a deposit of 30% of the total amount of the services ordered.

A request for an option and/or an unsigned quotation can under no circumstances be considered as a firm booking.

The contract is drawn up in duplicate by the Tourist Office after written acceptance of the quotation.

ARTICLE 4: PAYMENT

The balance is payable on the day of the visit or on receipt of the invoice. The invoice will be drawn up in accordance with the number of people indicated on the exchange voucher issued by Chantilly-

Senlis Tourisme and sent to the customer.

The invoice is sent by e-mail or post a few days after the date of the service.

Specific conditions: for all requests from abroad, the balance of the visit must be paid no later than eight days before the date of the service.

For bookings made less than eight days before the date of the service, full payment will be required.

ARTICLE 5: EXCHANGE VOUCHER

Chantilly-Senlis Tourisme sends the customer(s) the exchange voucher(s) giving the names of the service providers and details of the services and all the information required for the visits to proceed smoothly.

Exchange vouchers are sent by e-mail a few days before the services.

ARTICLE 6: ARRIVAL

The customer must arrive on the specified day at the time and place indicated on the contract and the exchange vouchers.

If the trip is delayed or interrupted: the customer must inform the partner and/ or the Tourist Office. Any services not used due to a consequent delay or interruption of the trip will remain payable and will not give rise to any reimbursement. (article 17 of the general terms and conditions of sale)

ARTICLE 7: AMENDMENTS

Unless previously agreed in writing with the Tourist Office, the customer cannot amend the services included in the contract.

ARTICLE 8: CANCELLATION FOR REASONS RELATING TO SITE OPERATIONS, SAFETY OR SECURITY

For visits involving admission into a religious building, the site may have to be closed or access restricted for religious services or for safety reasons, depending on the case. Exceptional weather conditions, industrial action, as well as safety or security issues, may prevent the Tourist Office from providing the service stipulated in the contract. In all cases beyond the control of the Tourist Office, and insofar as possible, the customer will be offered a substitute service.

ARTICLE 9: CATERING SERVICES

All catering bookings must be requested in writing by the Customer. The booking procedure is the same as for guided tours and is made jointly on the same quotation.

The choice of dishes is common to all Participants and must be determined in advance, at least 15 days before the date of the Group's arrival, unless there is a specific request from the restaurant owner, which is specified when the option is taken.

The Customer must arrive on the specified day at the time and place indicated on the contract and the exchange vouchers.

NB: Variation in the number of Participants:

- The final number of participants must be communicated by e-mail or post no later than 15 days before the date of the group's arrival. It will be recorded on the Exchange Voucher drawn up by the Tourist Office and sent to the Customer and the restaurant owner.

- Increased number: The customer undertakes to inform the Tourist Office by e-mail or post 15 days before the arrival of the group of any change in the number of participants, and to pay the supplement resulting from the increase in the number of participants. Failing this, the restaurant owner is under no obligation to serve the additional number of meals.

The coach driver is entitled to a free meal. The balance is payable on the day of the Group's visit or on receipt of the invoice. The invoice will be drawn up in accordance with the rules stipulated above. Menu prices are subject to change throughout the year, due to changes in government taxes.

ARTICLE 10: ACCOMMODATION SERVICES

The general and special terms and conditions for accommodation (including amendments and cancellations) apply to all the services in the booking.





**OFFICE  
DE TOURISME**  
CHANTILLY-SENLIS



**Chantilly Information Office**

73 rue du Connétable  
60500 Chantilly

**Senlis Information Office**

Place du Parvis Notre-Dame  
60300 Senlis

+33 (0)3 44 67 37 37

**[chantilly-senlis-tourisme.com](http://chantilly-senlis-tourisme.com)**

