



## BOOKING

# CHILDREN'S GROUP

## SEASON 2023

From 09.01.2023 to 07.01.2024

TO BE COMPLETED  
AND TO BE SENT DATED AND SIGNED  
at the following address:

**Chaplin's World - Service Réservation**  
Route de Fenil, 2 - 1804 Corsier sur Vevey  
or by email at [sales@chaplinsworld.com](mailto:sales@chaplinsworld.com)

This document is not a confirmation  
of the visit and cannot be considered  
valid at the ticket office.

## CONTACT INFORMATION all fields with \* are mandatory

Name of the establishment*	Customer code
Address*	Invoicing address (if different) <small>This doesn't give access to payment by invoice.</small>
Postal box	Post code*
City*	
Country*	Telephone*
Email*	
Contact* Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/>	Name & Firstname
Position*	Email contact
Telephone	Mobile phone

## YOUR VISIT

Date of visit  Arrival time  Total number of participants

## YOUR GROUP TICKETS

Minimum of 10 paying children - Minimum of 80% of children in the group - Reservation required 5 working days before the date of the visit.

	PRICES	NUMBER OF TICKETS	TOTAL	
Child from 3 to 15 years old	CHF 12.-	x <input type="text"/>	= <input type="text"/>	CHF
Accompanying adult	CHF 12.-	x <input type="text"/>	= <input type="text"/>	CHF
Free accompanying adult <small>1 free accompanying adult for every 10 paying children</small>	CHF 0.-	x <input type="text"/>	= free	

Will you be travelling by coach?  yes  no

## YOUR TICKETS VIA SBB CFF FFS

If you have booked your tickets with SBB CFF FFS, please let us know the group composition:

Number of children 6 - 15 years old  Number of youth 16 - 25 years old  Number of adults

## OPTIONS

### GUIDED TOUR Minimum booking 15 days before the date of the visit - (maximum of 25 pax per guide)

	PRICES	NUMBER OF GUIDES	TOTAL	
Theme « <b>Charlie Chaplin</b> »	CHF 180.-	x <input type="text"/>	= <input type="text"/>	CHF
Theme « <b>The Freak</b> » <sup>(1)</sup> <small>(1) available from 11.02.2023 to 01.10.2023</small>	CHF 180.-	x <input type="text"/>	= <input type="text"/>	CHF

LANGUAGE : French  German  English  Other

Please tell us the average age of the children:  Desired time of the guided tour<sup>(2)</sup>:

(2) Departure every 30 minutes from 10 am. Last departure 1h30 before closing time. Please consult our calendar on the web site.

The request for a guided tour corresponds to a request for availability that will be studied by the sales department. Duration of guided tour : 1 hour 30 minutes. We thank you for your punctuality on the day of the visit. Please inform us in case of delay. We will do our best to welcome your group. For delays of more than 15 minutes, we reserve the right to shorten or cancel the guided tour.

DATE AND SIGNATURE (MANDATORY)

**TOTAL AMOUNT (TICKETS + OPTIONS) = CHF  TTC**

I accept the general terms and conditions of sale on the back of this order form. (Mandatory)

I agree to receive commercial offers and news from Chaplin's World.

All our prices are advertised inclusive of all taxes and are based on the rate in effect at the date of printing of the brochure. They are subject to change, particularly in the event of a modification in the rate of VAT or applicable taxes resulting from a change in Swiss legislation. Rates applicable from 09.01.2023 to 07.01.2024 and subject to our general terms and conditions of sale available on the back.

# GENERAL TERMS AND CONDITIONS OF SALE – BY GREVIN SA – CHAPLIN'S WORLD®

## ARTICLE 1. GENERAL PROVISIONS

These general terms and conditions of sale (hereinafter referred to as "GTC") will be applied in their entirety from 10 January 2023 to all activities and services (hereinafter referred to as "Services") organised within CHAPLIN'S WORLD and sold by CHAPLIN'S WORLD (hereinafter referred to as the "Seller") to groups of clients composed of a minimum of fifteen (15) physical paying people (hereinafter referred to as the "Client(s)").

The GTC govern all sales of Services organised via e-mail through the Booking Service and at the Chaplin's World ticket office.

The Seller offers Clients (i) educational entertainment and leisure Services in the form of individual and combined tickets, and (ii) all other additional services (catering, transport, etc.). For the purposes of these GTC, the "Ticket" refers to an access pass or subscription allowing the consumer to access the Chaplin's World recreational areas on a specific date or for a specific period; "Guided Tour" refers to a tour of Chaplin's World lasting one hour and thirty minutes in the presence of a Chaplin's World guide; "Additional Services" refer to services including catering, paid visitor material, shop gift vouchers, meal vouchers, etc.; "Exchange Voucher" refers to a pass in the form of a voucher to be exchanged for one or more Services organised and sold by the Seller or organised by a partner and sold by the Seller in the name of and on behalf of the partner. Any purchase of one of the aforementioned Services implies unreserved acceptance of the GTC on the part of the consumer, notwithstanding any stipulation to the contrary.

## ARTICLE 2. IDENTIFICATION OF THE SELLER

The Services, the objects of this agreement, are organised and sold to consumers by: BY GREVIN SA, incorporated under Swiss law, with a share capital of CHF 200,000. Head office: Route de Fenil 2, 1804 Corsier-sur-Vevey - known as "Chaplin's World". Contact details: Phone: +41(0)842 422 422 (0.08 CHF/min); E-mail: sales@chaplinsworld.com Intracommunity VAT number: CHE-100-468-361

## ARTICLE 3. ORDERING GROUP SERVICES

Reservations and orders of services (hereinafter referred to as the "Order") are made through the Booking Service: Chaplin's World - Route de Fenil 2 - 1804 Corsier-sur-Vevey - Switzerland, e-mail: sales@chaplinsworld.com from Monday to Friday from 9 a.m. to 5 p.m.

For all bookings, the completed and signed order form, available to download online at chaplinsworld.com, must be sent via e-mail or by post to the Booking Service.

For all Orders, the Client must specify on the order form the date and validity period of the Tickets, the number of participants, the delivery address (postal and e-mail) and the Client's contact details.

Group booking conditions are applicable to any Order consisting of a minimum of fifteen (15) paid Tickets. Groups will benefit from one (1) free adult for every twenty (20) paid Tickets and free tickets for children under six (6) years of age up to a limit of 20% of the total group, excluding the coach driver.

Specific conditions depending on the type of group may also be applied. Thus:

- **A school group**, where students (aged from four (4) to twenty-five (25), inclusive) must account for at least 80% of the total group, will benefit from a free adult for every ten (10) paid student Tickets.

- **A youth group** (outside the school environment), where children (aged from six (6) to fifteen (15), inclusive) must account for at least 80% of the total group, will benefit from a free adult for every ten (10) paid child Tickets.

- **A group of at least five (5) people with disabilities** has access to the group rates and will benefit from one (1) free accompanying adult for every five (5) paid Tickets for people with disabilities.

- **A group of at least five (5) people with disabilities in wheelchairs** has access to the group rates and will benefit from one (1) free accompanying adult for every paid wheelchair Ticket.

### 3.1. Ordering undated or specific period tickets

The rates for undated tickets are applicable to any purchase of entrance tickets for the Chaplin's World recreational areas with a minimum of twenty (20) paid tickets (adults and children). They are valid according to the dates printed on the tickets and can be used individually. The purchase of undated or specific period tickets does not guarantee access to Chaplin's World on days of high visitor numbers.

The Client must address the completed and signed order form, including delivery fees specified in Article 5 below, to the Booking Service. Ordered tickets are sent by Recorded Delivery once the total amount of the order has been settled.

### 3.2. Ordering dated tickets

The Order must be completed a minimum of five (5) working days before the date of the visit and must be confirmed in writing by the BY GREVIN SA Booking Service depending on availability. Confirmation from the Booking Service will be formalised with the issue of a visit confirmation, in lieu of a contract, which will be sent to the Client.

At the Client's request, any order of dated Tickets may be sent through the post on the condition that the total amount of the Order has been settled, including any delivery fees as specified in Article 5.

### 3.3. Ordering a guided service

The Order of a guided service must be completed a minimum of fifteen (15) working days prior to the date of the visit and must be confirmed in writing by the BY GREVIN SA Booking Service depending on availability. Confirmation from the Booking Service will be formalised with the issue of a visit confirmation, in lieu of a contract, which will be sent to the Client. The number of guides will be determined by the number of participants with a maximum of fifteen (15) people per guide and a maximum of twenty-five (25) people for School and Youth groups.

## ARTICLE 4. SERVICE RATES AND PAYMENT METHODS

### 4.1. Service rates

The applicable rates indicated on communications and brochures are displayed in Swiss francs (CHF) including VAT. Generally, unless otherwise specified, service rates do not include administration fees, staff fees or insurance. For all Service Orders, the total amount must be paid in Swiss francs once the order is confirmed and completed.

### 4.2. Payment and invoicing

In principle and for all Orders, the Seller issues the invoice which is given to the Client on the day of the visit at the moment the Order balance is paid at the Chaplin's World ticket office.

Exceptionally, if a deferred payment has been authorised by Chaplin's World, the invoice is issued on the day of the visit and sent by post or email to the Client. The payment must be completed thirty (30) days after the invoice date at the latest.

### 4.3. Late payment

Any invoice left unpaid by the Client after the indicated date will automatically, and without any prior formal notice, give rise to penalties for late payment at a rate of three (3) times the legal rate of interest in force on the day the invoice was issued. These penalties start from the day after the payment due date and are applicable until full payment has been received by the Seller.

## ARTICLE 5. TICKET DELIVERY

For all Orders where Tickets are collected at the ticket office, no administration fees will be applied.

For all Orders where Tickets are posted within Switzerland, postal delivery fees followed by a fixed fee of seven Swiss francs (CHF 7) will be applied.

## ARTICLE 6. CHANGING AND CANCELLING AN ORDER

### 6.1. Change by the Client

Any request to change or cancel an Order must be submitted in writing to the Booking Service, preferably via e-mail (sales@chaplinsworld.com) or by post to the following address: Chaplin's World, Route de Fenil 2, 1804 Corsier-sur-Vevey, Switzerland.

Any request to increase the number of Tickets can be submitted at any time on the condition that it does not exceed visitor capacity at Chaplin's World. The total amount of the Order will be adjusted accordingly.

Any other request, taken into account by the Seller, to reduce the number of participants to below fifteen (15) tickets will result in the application of the individual rate in force for the remaining tickets and the cancellation of the gratuities granted.

For Orders with a guided tour, any request to reduce the number of guides must be submitted seven (7) days prior to the date of the visit. If such a request is received less than seven (7) days prior to the date of the visit, the number of guides on the initial Order will be payable in full.

For any request to cancel an Order submitted less than seventy-two (72) hours prior to the date of the visit, the total amount of the initial Order will be payable and invoiced in full.

For any request to cancel an Order with a guided tour submitted less than seven (7) days prior to the date of the visit, the total amount of the initial Order will be payable and invoiced in full.

### 6.2. Change by the Seller

In the event that the Seller is forced to cancel or change an essential element of the Order made by the Client, the latter has the right to refuse the proposed change and receive a full refund for the Order concerned. The Seller will not be held responsible for any damage that may result from such changes or cancellation.

## ARTICLE 7. RETURN OF UNSOLD TICKETS

### 7.1. Unsold undated or specific period tickets

The Client can benefit from a partial refund for expired and unused undated or specific period Tickets on the condition that they are sent to BY GREVIN SA by recorded delivery within fifteen (15) days of expiration date. A partial refund for undated or specific period Tickets will only be made in the form of a credit note, the maximum amount of which may not exceed twenty-five percent (25%) of the total amount of the returned Tickets, provided a new Ticket order is made. Tickets that are returned without placing a new order cannot, under any circumstances, be refunded as a credit note or exchanged for Tickets with a new validity period. In the event that the returned tickets result in an adjustment of the rates applied to the initial Order due to the fact that the rate differs from the ordered quantity, this change will be deducted from the credit note.

### 7.2. Unsold dated tickets

The Client can benefit from a partial refund for dated Tickets issued by the Seller and unused by the Client on the condition that they are sent to BY GREVIN SA by recorded delivery within fifteen (15) days of the date of validity. A partial refund for dated Tickets will be made in the form of a credit note amounting to ten percent (10%) of the total amount of the initial Order. The credit note is valid for one (1) year from the date it is issued. The credit note cannot be refunded, even partially.

## ARTICLE 8. LIABILITY

The Seller is responsible for the proper execution of the Services ordered according to the conditions set forth in these GTC. The Seller is solely authorised to determine the operating and maintenance conditions of Chaplin's World, depending on its needs and/or constraints, and the Seller alone decides (i) the opening schedule and opening hours of Chaplin's World; (ii) the services and attractions proposed as well as their conditions of use; (iii) the rates and terms and conditions of sale of the Services offered to the public within Chaplin's World; (iv) the establishment of maintenance schedules, repairs and/or rehabilitation of all or any equipment; (v) the adoption of standards and rules, particularly with respect to the health and safety of the people and goods at Chaplin's World. The Seller can, at its own discretion, decide to close to the public all or part of Chaplin's World for the duration deemed necessary due, in particular, to issues or operations related to the safety and protection of visitors, the maintenance, repair, and/or rehabilitation of all or any Chaplin's World equipment, or as a result of force majeure forcing the complete or partial closure of Chaplin's World.

## ARTICLE 9. FORCE MAJEURE

Management at BY GREVIN SA reserves the right to cancel any reservation as a result of force majeure or unforeseeable circumstances, including, but not limited to, strikes, fire, water damage, impossibility of access, an epidemic, decisions of authorities, etc. In such circumstances, BY GREVIN SA may propose another date for the services ordered.

## ARTICLE 10. DATA PROTECTION

In Switzerland, the treatment of sensitive and personal data is subject to the Federal Act on Data Protection (FADP), as well as cantonal laws.

Within the framework of these GTC, the Seller is required to collect certain information and personal data from Clients relating to physical individuals, including, but not limited to, name and surname, e-mail address, telephone number, postal address, etc. This information is subject to treatment for the following purposes: managing the Order, as well as access to the Museum and to partner services sold by the Seller in the form of a Package.

Data treatment is carried out under the responsibility of the Seller and the collected data is intended for the exclusive use of the latter and/or its partners providing the Services ordered in the form of a Package.

Any physical person whose personal data is collected has the right to access, correct or demand the removal of any data of a personal nature, obtain a limitation of treatment or oppose to this treatment. This right is to be exercised directly by contacting Chaplin's World, Route de Fenil 2, 1804 Corsier-sur-Vevey, Switzerland - Tel.: +41 842 422 422 - E mail: contact@chaplinsworld.com

## ARTICLE 11. CLAIMS

Any Service Order made by the Client in application of these GTC is subject to Swiss law. In the event of a dispute concerning the validity, interpretation or execution of the GTC, the Parties will endeavour to resolve their dispute amicably. In the absence of an amicable settlement, the dispute may be brought by either party before the judicial authorities of the Canton of Vaud.

**Chaplin's**  
WORLD