

# Ticket exchange terms and conditions

## 2026 Season

### *Visit tickets :*

- **Non-refundable, non-exchangeable.**
- “Château and Garden” and “Garden” Day and “Candlelight Evening” tickets up to the day before.
- “La Grande Chasse aux Œufs” tickets up to **3 days before.**
- “Grand siècle” and ‘After prestige’ tickets **non-exchangeable.**

### *Animations :*

- **Non-refundable, non-exchangeable.**
- Animation: up to **14 days before.**

### *Catering :*

- **Non-refundable, non-exchangeable.**
- Reservations for “Pique-nique” and “Charmilles” up to **14 days in advance.**

### *Shuttles :*

- **Non-refundable, non-exchangeable.**
- “Navette Melun” ticket until **the day before your visit.**
- “Navette Paris” ticket until **5 days before.**