

LA VALLEE VILLAGE

ACCESS TO PRIVATE SPACES

Dear Guest,

We are glad to welcome you, either to The Apartment or The Personal Shopping Suites, our exclusive (by invitation only) VIP luxury hospitality lounges located at La Vallée Village (hereinafter the “Private Spaces”).

Allow us to point out some organisational rules for your visit:

1. Access to the Privates Spaces is primarily by reservation. Each booking is limited to 4 adults per time slot. For larger groups, please note that access will require prior approval from us, and specific arrangements may be defined. To book your visit, please contact at :
 - For the Apartment & Personal Shopping Suites:
 - o Via email : TheApartment@LaValleeVillage.com or
 - o via WhatsApp at +33 6 76 95 32 60

The booking must be made at least 48 hours in advance. If you book on the day of your visit, you may have limited access to our services, and we may be unable to welcome you to one of the Private Spaces. Value Retail, the owner of the venue, reserves the right to exceptionally welcome guests at its discretion. If Value Retail needs to cancel your reservation due to a particular situation or event, an alternative solution will be offered. Additionally, to ensure equal access for all our guests, we will limit access to the Private Spaces to a maximum of two visits per month per client.

2. Please inform us if you are unable to attend on the day you have booked or if your schedule changes. If you arrive later than your reserved time, this may affect your access to the Private Spaces and associated services.
3. We are committed to offering an excellent service within the Private Spaces. Therefore, we reserve the right to reduce access slots to a maximum of 40

minutes during peak periods to maintain a pleasant experience for all our visitors.

4. Access to the Private Spaces is reserved for La Vallée Village Members with Private Client status or guests holding a VIP invitation, as well as their friends or family. Visitors must always be accompanied by the person who made the reservation and should not extend or share access with others. The Private Spaces is a pleasant space designed to offer a relaxing moment for all our guests. Therefore, we kindly ask all visitors (adults and children) to contribute to this peaceful atmosphere by behaving respectfully. The use of phones or tablets should not disturb other guests (no speaker mode). Please use headphones or earphones whenever possible. Children under 18 must not be left unattended in the Private Spaces.
5. As part of our hospitality, you will be invited to enjoy a drink accompanied by a selection of sweet treats (at our discretion, depending on the time of your visit and availability). Alcoholic beverages can only be served to adults over 18 and are limited to one drink per day. For sanitary reasons, outside food are not authorized.
6. Please respect the privacy of other visitors to the Private Spaces. Do not photograph them or identify them in the press or on social media.
7. Do not leave personal belongings unattended in the Private Spaces. Any unattended items remain your responsibility and at your own risk. We offer a cloakroom service—please ask our team if you wish to use it. However, note that no personal items can be kept after the Village closes.
8. Smoking or vaping is strictly prohibited inside the Private Spaces.
9. Only dogs are welcome in the Private Spaces (limited to one dog per reservation). They must always be accompanied by their owner. Please do not allow them on seats or tables. Dogs remain under the full supervision and responsibility of their owners at all times. The staff of the Private Spaces are not authorized or trained to provide pet care. Any damage, incident, or disturbance caused by a pet will be the sole responsibility of the owner.
10. We kindly ask our guests to respect the peaceful environment of the Private Spaces and its team. Private areas (kitchen, office, etc.) are for staff use only.

Any form of discrimination, harassment, or intimidation will not be tolerated, and unacceptable behavior may result in guests being asked to leave.

11. Children remain under the full supervision and responsibility of their parents or legal guardians at all times. The staff of The Private Spaces are not trained or certified to provide childcare or babysitting services. Consequently, any damage or incident caused by a child will be the sole responsibility of the accompanying parent or guardian.
12. We respect all convictions and beliefs. However, the Privates Spaces are exclusively dedicated to enhancing the shopping experience and does not provide conditions suitable for prayer or religious practices. For the comfort of all visitors and to ensure the proper functioning of the venue, we kindly ask guests who wish to pray to do so in a discreet and appropriate location outside the Privates Spaces. Any activity, including collective prayers, that obstructs passageways, disrupts operations, or affects other guests may be prohibited, and the individuals concerned may be asked to leave the premises.
13. Please note that access to the Private Spaces and Private Client status is at our discretion. To maintain exceptional standards and service quality, we reserve the right to limit services and access.
14. Any item, furniture, or equipment that is damaged, destroyed, or stolen, even partially, must be fully reimbursed by the responsible client immediately or within 15 days of the visit, at Value Retail's discretion.
15. The client agrees to comply with security measures implemented by Value Retail, its subcontractors, or any third party authorized by Value Retail, including but not limited to the possible presence of security personnel, searches, and identity checks.
16. Use of the Privates Spaces is at your sole responsibility and we cannot be held liable except in case of intentional fault or for physical damage or death.

1. The Privates Spaces are subject to the La Vallée Village privacy policy, available through <https://www.thebicestercollection.com/la-vallee-village/fr/legal/site-web-politique-de-confidentialite/> and by requesting the use of The Apartment or the Personal Shopping Suites you confirm your consent with this policy.



La Vallée Village

THE BICESTER COLLECTION