



# Charter

## of gîtes and chambres d'hôtes holiday (B&B)

*The owner of a Gîte holiday in the countryside, on the farm or in tourist areas will in general do everything in his power to offer vacationers a pleasant stay in the spirit of personalized tourism pruned by the «Gîtes de Wallonie».*

*Specifically,*

### **Members of «Gîtes de Wallonie» :**

- *offer guests a clean lodging in perfect state of repair, notably as concerns the sanitary facilities and kitchen ware (appliances, dishes, cooking utensils,...)*
- *offer an attractive and functional lodging, paying particular attention to the quality of the beds and linen;*
- *offer their guests a warm, personal welcome while they respect the guests' desire to privacy;*
- *try to be of service to non French-speaking guests in overcoming the language barrier;*
- *know and love their region so they can offer useful information to visitors on leisure facilities and tourist attractions in the area;*
- *do their best to satisfy their guests' suggestions and requests;*
- *offer official confirmation of the rental conditions in a contract signed by both parties\*;*
- *do everything they can to facilitate access to their lodging, by posting signs, providing a map or giving direct information;*
- *refrain from presenting the lodging in a misleading fashion in advertising and announcements.*

### **In addition, owners of Chambres d'hôtes holiday (B&B) :**

- *offer a family welcome but ensure that their family life does not disturb the rest and privacy of guests;*
- *provide guests with a copious, varied breakfast when requested, offering local specialties when possible;*
- *if other meals are provided, offer to share the family menu with guest at a reasonable price;*
- *make an effort to provide guests with a dining or relaxation area (a private room or sharing the family living room).*

*\* Exclusively for owners of furnished Gîtes holiday.*