

HOSTING CHARTER

In order to allow you to stay in the best cost effective solutions, we have looked for a strict selection of apartments, chosen for their quality, location and corresponding to our **Hosting Charter** and in order to ensure your satisfaction. This charter is our guarantee of a level of comfort and support.

OUR VALUES

Reception:

With **Séjour à ...**, each client is unique and deserves all our attention.

- First contact in three languages (French, English, Spanish)
- Advice in the choice of apartments, if requested
- Personal treatment upon arrival and departure
- 7/7 support in case of need
- Individualised services on demand.

Conviviality:

With **Séjour à...** people are put first.

- Friendly team, always ready to share good deals and ideas concerning the town and its treasures
- Available team, and responsive 7/7 within a 24h delay maximum if necessary
- Ready to help team, always happy to intervene, in a climate of mutual trust.

Authenticity:

With **Séjour à...** we are fond of our town, and each apartment is a heart winning property to share

- Local team, caring to give you the keys of the town
- Typical apartments, reflecting the richness of local architecture.

Quality:

With **Séjour à...** your comfort will never be on option

- High end apartments selected with care and respecting our exact quality standards defined by our network
- New or old apartments but always in perfect working order guaranteeing a high level of comfort, with a particular attention to the interior decoration and the quality of the proposed equipments.

HOSTING CHARTER SEJOUR A ...

A true quality label, our hosting charter commits each member (and landlord) of the network **Séjour à...**

As we truly respect this charter you are assured of a **high level of comfort**, on the quality of the apartments as well as the quality of service as a whole.



1 - LOCATION, QUALITY, EQUIPMENT, AND APARTMENT MAINTENANCE

- First class location, sought after neighbourhood, prestigious address
- High end apartments, new or renovated
- Customised decoration, neat interiors
- Carefully thought out layout
- Comfortable bedding, pristine state
- Appliances compliant with hygiene and security standards and in perfect condition
- Crockery and cutlery, glasses in sufficient number and perfectly clean.

Hygiene is our priority. Appliances and furniture are checked after each rental.

2. GUARANTEED WELCOME

- Mail and phone reception in English, French and Spanish
- Friendly welcome from a team member on arrival and departure
- Available team, and responsive 7/7 within a 24h delay maximum if necessary
- In the apartment:
 - > A welcome leaflet French/English so that you have at hand
 - Details and instructions concerning the apartment and its appliances
 - Details about its surroundings and practical information to get around
 - Our list of services to be ordered at will
 - > Local brochures on tourist information and cultural life in Toulouse and the region
 - Numerous "a la carte" services to ease your installation in the premises or to make your stay a more enjoyable one.

3. GUARANTEED TRANSPARENCY

- Reliable presentation of the apartments
 - > Detailed descriptions, regularly updated
 - > Genuine photos, recent, regularly updated and provided in sufficient quantity
- All-inclusive prices , no surprises
 - > Prices mentioned are inclusive of charges including internet
 - > Linen and towels provided
 - > Housekeeping included.

