

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 Toulouse..., each client is unique and deserves all our attention.

- First contact in four 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 Toulouse... 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:

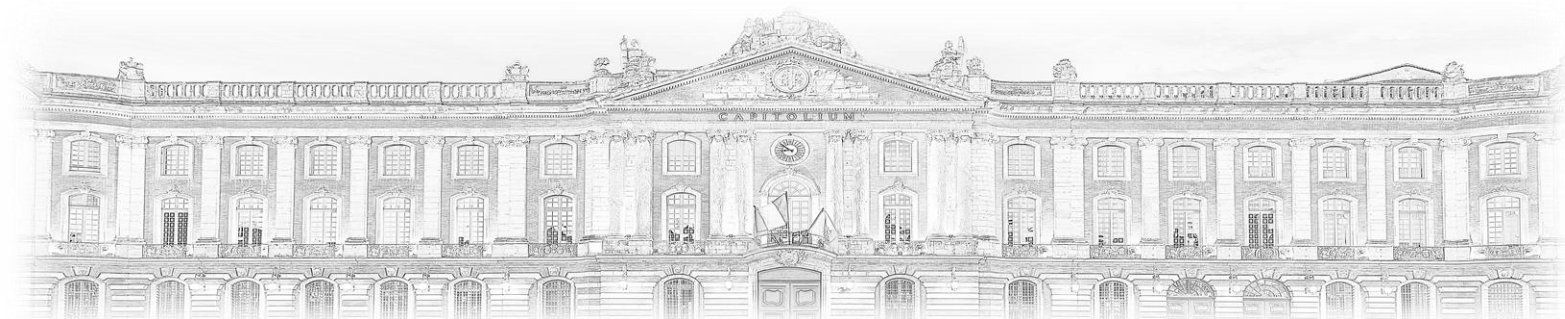
With Séjour à Toulouse... we are fond of our town, and each apartment is a heart winning property to share

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

Quality:

With Séjour à Toulouse... 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 equipment's.



HOSTING CHARTER SEJOUR A TOULOUSE...

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/Spanish 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
 - Check-out clean included.

