

Guest/ Lodger's commitments (Homestay)

The choice of the accommodation in a **host family/ homestay** rather than in a hotel implies the observance of some community rules. Your host's private life is as important as yours. Respect and communication are the values to be adopted that will make your stay rewarding.

I. Rules applicable within the home :

- **Telephone/ Internet:** always ask for your host's permission (check with him/her if you can use it + any costs)
- **Resting hours :** respect the resting hours of your host & his/her sleeping hours (from 10:00pm = silence)
- **Keys :** a set of keys could be given to you by your host. In case of loss, this will be billed to you
- **Maintenance/ Room cleaning :** try to maintain an acceptable level of hygiene in your room. The room will have to look the same at the time of your departure as at the time of your arrival. Sheets and bath towels will be lent to you by your **host**.
- Conditions of kitchen access : respect the conditions of access to, and use of, the kitchen established by your **host**.
- **Light/heating/shower :** use them as wisely as you would in your own home.
- **Bathroom use:** define with your **host** time intervals of bathroom use.
- **Washing machine use :** you can use it after checking your **host's** conditions.
- **Friends/Family invitations :** any invitation of a third person is subject to your **host's** approval.
- **Religion/politics:** be tolerant, maybe your **host** does not share your opinion. Diversity makes this planet's richness, but it can also lead to conflicts, everything involves Respect.
- **Cigarette/ Alcohol/ Drugs/ Theft/ Aggressions :** any abuse can determine your immediate eviction from your **host's** residence. In the case of a complaint, it will be referred to the laws applicable in the country where you are lodging. (Your responsibility is involved; nobody likes to be robbed or attacked. Respect this family who opens you their house and trusts you.)

II. Respect & adjusting to different life styles/ cultures/ languages :

By choosing the option of the **host** families rather than the impersonal welcome of a hotel, you are already aware of the cultural, linguistic, physical and psychological differences that this type of **hosting** implies. So as to make this stay the most pleasant possible, for you and your **host**, it's important that you respect and communicate with him/her if you misunderstand a particular issue. Don't forget that it's first of all a human experience!

III. Cancellation of your stay:

If you cancel your stay, please inform the family as soon as possible. The family has the right to make you pay part of the costs for a cancelled stay.

IV. Meals :

It is recommended that you mention to your **host** any allergies and/or food restrictions.

V. Insurance:

When you go abroad, we recommend you to purchase the following insurances: third-party liability, illness, accident, repatriation. Talk to your insurers (private, Visa/Mastercard or our partner, ELVIA).

VI. Lessons :

A good method to learn or improve your mastery of the country's language: lessons given by local people, a richer and nicer learning situation than the formal ones.

VII. The arrival

Before leaving, be careful to have with you the phone number (land line and/or mobile) of your **host**! At your arrival, go directly to your **host** family's house so that they can be there to welcome you.

VIII. The departure

Before leaving your room, make sure that you haven't forgotten anything (mobile phone, books, personal effects in the bathroom and especially your passport and your return tickets). Returning the keys to your **host** is the next step. If he/she has a visitors' book, it's the right time for you to write your impressions about your stay. You are now ready to go back home! Your **host** will drive you to the station or to the airport if this service is included in your booking.

IX. Emergencies

If you have health problems, inform your **host** and ask him/her for the address of a reliable doctor. You have to possess one or several insurance(s) adapted to your needs before leaving. Otherwise, only the person(s) who is/are travelling (or parents, if it concerns minors), will be responsible for the cost and possible damages.

X. Minors

For minors who travel abroad on their own, it is highly recommended that parents get all required information at the embassy or at the consulate of the country of destination, namely all the necessary documents to be given to the child. Besides, a parents' written authorisation will be required before the departure of the child. This document can be found on our website in the section : [Terms and Conditions](#).

These ethical rules are given just as a guide for home stay accommodations such as [B&B](#), [Guest Rooms](#), [Self-catering Cottages](#), [Casas Rurales](#), [Host Families](#), [Guest Houses](#), [Quinta](#), [Riad](#), [Homestays](#), [Minshuku](#), [Farmhouses](#) etc.)

Owners'/Host families' commitments:

Take into account that your guest is not in his own country and he/she has to speak a different language, has to know different habits and traditions. It's your country, your town and your housing that he/she has chosen to discover, it's a new world for him/her. He/She expects to be welcomed warmly and to go back home with a very positive impression about his/her stay.

XI. Rules for your guest :

We recommend you to spend some time with your guest at his/her arrival to inform him/her about the rules within your family. You will both have the chance to define the following key points :

- Telephone/ Internet : if your permission is required, you have to establish this with him/her from the arrival : access, use + cost. Regarding Internet connection, if the guest has paid a service fee which includes the use of Internet, it's obvious that he/she will not pay for the connection.
- Resting hours : tell him/her your hours of rest (for e.g. as from 10:00 pm. = silence)
- Keys : When you give him/her a set of your keys, remind him/her that it will be paid for by him or her in case of loss (if you wish)
- Maintenance/ Room cleaning : a minimum of house-keeping is necessary for your guest to feel comfortable. Nevertheless, he/she may prefer to choose his own cleaning habits. It's his/her choice. Ask him/her if he/she wants you to clean and to make the bed in his/her room at the outset. You will have to provide him with the sheets and bath towels.
- Conditions of kitchen access : tell your guest what your usual hours of kitchen access are
- Light/heating/shower: it is recommended to display a (small) sign in the bathroom and in the room such as: Please use energy wisely (heating, warm water, light), Thank you. Please don't throw in anything which will clog the toilet/shower, Thank you (e.g. tampons, hair etc.). Of course, these are just examples.
- Bathroom use: please, agree with your guest on time intervals for bathroom use.
- Washing machine use : he/she can use it after having established the conditions with you.
- Friends/Family invitations: Ask him/her if he/she wants to invite friends. Tell him/her if you are agreeable or not at the outset !
- Religion/politics : be tolerant; maybe your guest doesn't share your convictions. Diversity makes this planet's richness, but it can also lead to conflicts, everything involves Respect.
- Cigarette/ Alcohol/ Drugs/ Theft/ Aggressions : Any abuse of use of illegal substances (according

to the applicable law in your country) will make you ineligible as a host family.

XII. Respect & adjusting to different ways of life/ cultures/ languages : By choosing to host one or more person(s), you are already aware of the cultural, linguistic, physical and psychological differences that this kind of accommodation implies. For the stay to be the nicest possible, for you and your guest, it is vital that you respect and speak to him/her in case of misunderstanding on one particular topic. Don't forget that it is a human experience first and foremost!

XIII. Meals :

- It is recommended that you ask your guest about any allergies and/or food restriction.
- Ask him his/her about usual meal hours (if he/she wants to eat with you).

XIV. Insurance :

If the insurance of your housing doesn't cover the (small) thefts, you've got the possibility to purchase one within our services.

XV. Options :

- Lessons: Whether you're amateur or professional, you can give lessons to your guest *
- Laundry : your guest will surely need to wash his/her clothes; propose him/her this service *
- Sightseeing/ kitchen : Besides, you can make him visit places and monuments and/or cook the traditional dishes of your region *

*for a fee.

XVI. The arrival

Put yourself into your guest's shoes: you get off the plain/train or bus, go to the hall of the airport/station and hear a language unknown to you. After collecting your luggage, you look for the exit. Once you have found it, you hope to meet the person with whom you will stay. Generally, this person should carry a sign with your name written on it (it is, besides, essential that the hour, arrival place and phone numbers be given to your guest before his/her arrival).

If your guest hasn't opted for the transfer option (that you can propose for free or for a fee), take into account that it will be even more difficult from a moral and physical point of view to come to you. So, it is important that you welcome him/her with the greatest kindness and that you make him/her/them feel comfortable right away.

XVII. The departure

The time to leave has come. It's time for you to make him/her sign your guest book and to take some photos. If you wish, you can drive him/her to the airport/station. Bedycasa can send you an audit satisfaction form. You will be invited to give your impressions, satisfactions and improvement ideas. If you get involved a lot, you could become a Bedycasa counsellor and register other members of your family.

XVIII. Emergencies

In case your guest has health problems, you can give him/her the contact details of a doctor or of a medical centre if it isn't already done. Be aware of the fact that the guest must have one or more insurance(s) adapted to his/her needs before departure. Otherwise, only the person(s) who is/are travelling (or the parents, for a minor) will be responsible for the cost and possible damages.

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