

Between the undersigned :

Last name :

First name :

Address :

Denominated the host on the one hand

And :

Last name :

First name :

Address :

Denominated the accommodee on the other hand

THE REGULATION.

Seeking accommodation as a guest implies the observance of some essential community rules. The guest's private life is as important as that of the host. Thus, in order to guarantee a quality service beyond reproach both to the host and his guest, we have put in place a contract covering the important details based on the mutual collaboration between the 2 parties, the host and the accommodee.

This contract applies to all 'travelling' members, 'users' and all the 'hosting family' members registered on the BedyCasa web site.

It is validated electronically by each party during the booking request; at the time of payment for the accommodee and at the time of acceptance of the booking for the host. At the end of the stay, a questionnaire will be sent by email to every member (it's available on their personal space). This assessment will result in the award of the World Family and World Traveller label, if the average of the evaluations is greater than 50% satisfaction. The label is calculated only on the evaluations related to a firm booking on BedyCasa, comments from friends will not be taken into account.

THE 10 COMMANDMENTS OF THE HOST.

Realise that your guest(s) is/are not in his/her/their native country and that he/she/they must speak a foreign language, live according to different ways and customs. It is your native land, your city and your home that he/she/they has/have elected to discover this « new world».

He/she/they expect to be warmly welcomed and then return home with a positive impression of his/her/their stay.

THE 10 COMMANDMENTS OF THE HOST.

- 1 On arrival :** the welcome must meet all the conditions inserted in the exchanges prior to arrival and validated by you, so if you have proposed an airport or train station transfer (free or via a financial contribution), your commitment should be respected.
- 2 On arrival :** Time of arrival and departure must be respected regarding the indications mentioned on your profile, and should always be provided ahead of the reservation. Any changes or modifications must be communicated and accepted by the guest. If you have a setback which prevents you from welcoming the guest at scheduled time, you must make every effort to find a more satisfactory solution to meet your first engagement.
- 3** In case your guest(s) arrive(s) at home by their own means, know that it will not be easy for them to come to you. Make sure you have given them all the information necessary to find the way to your place on foot/ by public transport or car. Finally, stay available by phone in order to orient your guest easily if the information you gave before your their arrival is not sufficient, or if you cannot be available by phone, be sure to inform the traveller in case of a problem, that you will be available from a given hour.
- 4** Upon the arrival of your guest(s), devote a few minutes to brief him/her/them on the rules observed in your home. You will have the opportunity to clear with him/her/them the following points:
 - **Telephone/ Internet :** requires your authorisation. That must be made clear to him/her upon arrival – explain its use as well as the rate. Concerning connection to the Internet, if the guest has paid an all-inclusive fee for using the communications facilities, evidently he/she will neither be charged for connection nor for use of the line.
 - **Resting hours :** let him/her know about your resting hours (for example, as from 10:00pm = silence). Respecting your guest's sleep is also essential and that at convenient hours, observe the tranquility of your guest.
 - **Keys:** When you give him/her a set of your keys, remind him/her that he/she will be charged if he/she loses them (your rule applies).
 - **House-keeping/room cleaning :** a minimum of house-keeping is necessary for your guest to feel at home. Hygiene is a key criterion and the environment must be healthy for the guest. Bed linen and towels available to the traveller must be clean and your conditions on the maintenance of the room during the stay must be mentioned upon arrival. Please also make available to the guest devices and household products enabling him to maintain the cleanliness of the room if necessary during the stay or at the end of it. Cleaning will not be charged extra for the stay if this statement is not mentioned in advance before the confirmation of the booking except in case of non respect of the space made available and if guest leaves the accommodation in a state that was not one in the accommodation upon arrival.
 - **Access to the kitchen :** tell your guests what are your normal access hours to the kitchen (and ask them theirs).
 - **Electricity/heating/water :** It is recommended to display a (short) sign in the bathroom and in the room such as: «Please pay attention to energy waste (heating, hot water, light ..), thank you, «» Please do not block the toilet/shower, thank you (tampons, hair, etc.). «. These are of course only examples.
 - **Use of bath-room :** make sure that you tell your guests about the time slots for using the bath-room.
 - **Use of the washing machine :** it may be used following conditions agreed with yourself.
 - **Inviting friends/other family members :** Ask them if they intend to invite their friends over. Let them know whether you agree at the very outset of their stay!
 - **Religion/politics :** be tolerant ; your guests may not endorse your point of view. Diversity constitutes the richness of our planet. However, it may also lead to conflicts, it's all a matter of mutual respect.
 - **Cigarette/ Alcohol/ Drugs/ Thefts/ Attacks :** Any abuse of illegal drugs (according to the laws in force in your country) will disqualify you as a 'family' member on the BedyCasa web site.

- 5 Respect the guest as well as his/her culture. Do not forget that it is first and foremost a human experience.
- 6 It is important to take into account the particularities of every guest, namely any allergies and/or food restrictions, meal times, and their wish to sit at your table or not.
- 7 If your guests so wish, give them some tips regarding tours or related information. Homestay means also and above all communicating and sharing.
- 8 If your guests have any health problems, and if you have not done so, kindly give them the address of a doctor or hospital or private clinic. Let them know that they must be covered by one or multiple insurance according to their respective situation prior to their travelling. Otherwise, only the persons who are travelling (or the parents, in case of young children), will be held responsible for any costs and eventual damages.
- 9 At the end of the stay, invite your guests to sign the visitors' book (if you have one). So if you have proposed an airport or train station transfer (free or via a stake), your commitment should be respected.
- 10 At the end of the stay, you will be required to fill in the satisfaction audit form which BedyCasa/World Family will send you on your personal space on the www.bedycasa.com web site.

THE NON-OBSERVANCE OF THESE RULES MAY RESULT IN THE CANCELLATION OF YOUR ACCOUNT BY BEDYCASA/WORLD FAMILY.

I undersigned, accept the booking for the
period from to/...../.....to...../...../.....
(other possible dates for bookings to be noted here :)
in my accommodation which is
situated

- I declare that I have read and approved the rules related to my commitment as a host and I freely accept to abide by the conditions laid down in the contract.
- I declare that I accept to observe these rules of conduct.

THE GUEST MUST COMPLY WITH THE RULES AND CONDITIONS OF LIFE SPECIFIC TO YOUR ACCOMMODATION AND IF AND ONLY IF THESE RULES ARE NOT CONSIDERED ABUSIVE AND IF THE RULES DO NOT RESPECT PRIVACY, RELIGION, HEALTH, OR ANOTHER FEATURE OF THE LIFE OF AN INDIVIDUAL THAT MUST BE RESPECTED.

THE PRESENT CONTRACT IS AVAILABLE AND PRINTABLE AT ANY TIME ON YOUR PERSONAL SITE WWW.BEDYCASA.COM, ACCESSIBLE WITH YOUR USERNAME AND PASSWORD THAT YOU CHOSE WHEN YOU REGISTERED ON THE SITE. THE PRESENT CONTRACT IS ACCEPTED AND VALIDATED BY YOU UPON ACCEPTANCE OF A RESERVATION.

THE 10 COMMANDMENTS OF THE TRAVELLER-ACCOMMDEE.

Remember that your host is giving you access to his home and his private life. Respect and communication are the values to be respected for an enriching stay.

- 1** In case you decide to cancel your stay, inform your host as early as possible. For the reimbursement of your booking, our cancellation policy provide compensation for the host more or less important depending on the day of cancellation and the date of arrival in the accommodation.
- 2** Regarding your arrival at the airport, the train station or the bus terminal, inform your host about any unexpected delays.
- 3** As far as possible, make an effort to greet your host in his native tongue. Thus, you indicate to him your interest in, and respect for, his culture as from the very moment you enter his home. Politeness is obviously an essential criterion in respect of this contract.
- 4** Upon your arrival, give your host some time to brief you on the rules in force in his home. You will surely wish to clear with him the following points :
 - **Telephone/ Internet** : requiring your host' authorisation (agree with him/her about use + rate)
 - **Resting hours** : respect your host's resting hours (for example, as from 10:00pm = silence)
 - **Keys** : you may be given a set of keys by your host. In case of loss, you may be billed.
 - **House-keeping/room cleaning**: make sure you maintain an acceptable level of hygiene in your room. You must leave the room as clean as you found it at the time of your arrival. Bed sheets and bath towels will be put at your disposal by your host if it is mentioned in his/her advert. The host must provide you with devices and household products enabling you to maintain the cleanliness of the room if necessary during the stay or at the end of it, feel free to use them. Any deterioration of the condition of the accommodation and if you leave the accommodation in a state other than you found it at your arrival, house-keeping fee will be requested and you will have to pay.
 - **Access to the kitchen**: respect the conditions, agreed with your host, for access & use of the kitchen
 - **Lights/heating/shower** : use these as wisely as you would in your own home.
 - **Use of bath-room** : agree with your host about the time slots you wish to be given for the use of the bath-room facilities.
 - **Use of the washing machine** : you may use it after having discussed the conditions with your host. Inviting friends and Family members : Any invitations extended to third-parties must first be approved by your host.
 - **Religion/politics** : be tolerant; your host may not share your point of view. Diversity constitutes the richness of our planet. However, it may also lead to conflicts, it's all a matter of mutual respect.
 - **Cigarette/ Alcohol/ Drugs/ Theft/ Attacks** : you may be immediately evicted from your host's residence in case of abuse of any substance. In case a complaint is lodge against you, you will answer to the laws of the country where you spend your stay. (It is your personal commitment and responsibility which are at stake; no one likes to be robbed or attacked. Respect that family who is granting your their hospitality and trust).



- 5 You may ask your host to advise you regarding tours and excursions, your stay will be even richer.
- 6 You must indicate any allergies and/or food restrictions to your host.
- 7 If you have any health problems, you will inform your host and ask for the address of a doctor or hospital or private clinic. You must be covered by one or multiple insurance according to your respective needs prior to travelling. Otherwise, only the persons who are travelling (or the parents, in case of young children), will be held responsible for any costs and eventual damages.
- 8 At the time of your departure : make sure that you do not forget anything in the room (mobile phone, books, personal effects in the bath-room, and above all your passport and return tickets). Do not forget to give back any keys to your host and kindly sign the visitors' book, if any.
- 9 If you have opted to be driven to the train station or airport (free or via a financial contribution), your host will see you off. You are now ready to go back home!
- 10 After your stay, you will be asked to fill in the customer satisfaction form which the BedyCasa/World Family will send you on your personal space on www.bedycasa.com.

IN CASE OF NON-OBSERVANCE OF THESE RULES, BEDYCASA/WORLD FAMILY RESERVES THE RIGHT TO CLOSE YOUR ACCOUNT.

I undersigned, accept the booking for the
period from to / / to / /
(other possible dates for bookings to be noted here :) in my accommodation which is
situated

- I declare that I have read and approved the rules related to my commitment as a host and I freely accept to abide by the conditions laid down in the contract.
- I declare that I accept to observe these rules of conduct.

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