



Quality Chart

The commitments of Séjours France Famille

- Our 30 years professional experience essential for a high quality service.
- Individual attention for each of our students.
- The human contact, essential for a successful stay.
- A team available every day throughout the year.
- A perfect knowledge of all our families.
- A strict selection of our hosting families.
- A regular visit and control of the families.
- The assurance that every family is near a Metro station.
- To do its utmost for the best matching student-family according to the profiles.
- The management of a made-to-measure service.
- A fast response in the case of problems and if needed a change of family within 24 hours.
- To collect the student's feedback at the end of the stay in order to control the quality of our services.

The commitments of our Families

- To live near a Metro station
- To be present on the day of arrival of the student
- To warmly welcome the student and be attentive to their needs throughout the stay.
- To provide all the necessary explanations concerning the public transport, tickets and travelcards.
- To inform the student about the family timetable and way of life as well as the overall functioning of the house and its inhabitants.
- To live in a comfortable accommodation, clean and well maintained with the safety standards in force.
- To provide the student with an individual room, heated, clean and nicely decorated with a good bedding, desk, chair, good lighting and storage space.
- To provide access to a clean bathroom enabling a daily shower.
- To provide bed linen and towels (bed linen changed every fortnight and towels changed every week)
- To take charge of the cleaning of the room and sanitary facilities.
- To take care of the student's laundry or to leave him an access to the washing machine.
- To give him a key set to enable him an open access to the accommodation.
- To provide varied and balanced meals :
Breakfast 'à la française' with bread, butter, jam, honey, cereals, milk, chocolate, tea or coffee and fruit juice.
Diner 'à la française' with at least a complete dish (meat or fish with vegetables), cheese and dessert or fruits.
- To make sure to converse with the student in French during the meals.
- To provide a Wi-Fi connection.



The commitments of the Students

- To be willing to adapt to a new environment within a hosting family.
- To communicate as soon as possible your arrival details to the family.
- To respect the document called 'Rules for Students' you have been provided.
- To communicate your needs and expectations to the family when you arrive (for meals, exchanges...)
- To respect the rules of good behaviour and courtesy as well as the way of living and timetable of the family and to be adaptable.
- To take part in the family life by offering help (tidying the dishes, clearing the table, etc...)
- To keep the family informed of your activities and timetable (meals not taken...)
- To cover the expenses concerning the replacement or repair in case of loss or damage (keys, etc...)
- To maintain the room tidy and ventilated.
- To respect the material possessions of the family (linen, mattress, furniture, etc....)
- Not to abuse of the time in the bathroom and keep it clean (hair...)
- To respect the families' food supplies. They will spare you a space in the fridge to stock small snacks.