



## **The Pilgrim accommodations of the Association Belge des Amis de Saint-Jacques de Compostelle**

### **Quality Charter**

- This charter reflects and summarises the essence of the service and spirit found in each of our hosts. All hosts must adhere to this charter in order to be listed on our website [www.st-jacques.be](http://www.st-jacques.be) under the heading 'Preparing your trip/Accommodation' and possibly in our publications.
- It ensures consistency in the services provided along our routes, allowing pilgrims to stay with us 'with their eyes closed' regardless of the location, and allowing us to welcome all travellers with 'peace of mind'.
- This charter does not engage the responsibility of the Belgian Association of Friends of Saint James of Compostela, a non-profit organisation, towards the host, the person they are hosting or any third parties.

### **On the human aspect of hospitality.**

- The human aspect of welcoming pilgrims cannot be quantified or qualified in numbers or words; it does not need advice because it is simply done with the heart: no special instructions, no miracle recipes, the members of this Charter make the simple word 'welcome' a proper noun with a capital 'W'.
- There is no standardisation; each person welcomes pilgrims with their own personality, each knows, in their own way, how to establish bonds of trust, sympathy and mutual respect, how to listen, understand, exchange, comfort and encourage... in short, how to give their time to share, bring pleasure and create human warmth.
- Be careful not to go too far by turning 'our' pilgrim into someone who needs assistance. Let them be in control of their choices and let them live their own journey, their own Way.

### **On the material aspect of hospitality**

- The hosting periods can be spread throughout the year, on an ad hoc basis or according to a fixed schedule, for example only at weekends or only during the week. The period from March to October will be given priority.
- Pilgrims are welcomed from 4pm (a short break is possible to prepare for their arrival): everyone should specify their arrival time when booking. Tacit priority is given to pilgrims on foot, without a support vehicle, who are carrying a long-term project in their backpack. Exceptions are handled on a case-by-case basis.
- If it is impossible to accommodate a pilgrim, the host will make every effort to help them find an alternative solution.

### **The host and the accommodation**

- The host will welcome you themselves (except in cases of force majeure) and will reside on site.



## **Association Belge des Amis de Saint Jacques de Compostelle asbl**

**Siège social :** 52 Rue Royale, B-7333 TERTRE

**Notre site :** [www.st-jacques.be](http://www.st-jacques.be) **e-mail :** [amis@st-jacques.ws](mailto:amis@st-jacques.ws)

**TVA :** BE 0432 540 222

- They are sensitive to the pilgrim's journey. They live in friendship with Saint James and are interested in the history of the Way and involved in preserving its spirit and its specific characteristics.
- In order to be able to talk about it more effectively, they have walked at least one, if not two, stages of the Way upstream and downstream. They will have been in contact with their colleagues to be able to provide assistance more effectively.
- The accommodation is located on or in the immediate vicinity of the Way; if it is further away, the pilgrim will be spontaneously offered motorised transport.
- The host has taken steps to ensure that the accommodation complies with the legislation in force for its type of establishment, particularly with regard to administrative and tax declarations, compliance with hygiene and safety standards, signage, and legal and compulsory insurance.
- All facilities and accessories made available to pilgrims are recent, comfortable to use and sufficient in number. Everything is designed to ensure rest and relaxation. Everything is maintained in a state of uncompromising hygiene and cleanliness. In lodgings, beds are equipped with mattress covers, pillowcases and sufficient blankets. Bed linen and towels that come into direct contact with the body are changed after each use.
- Pilgrims must have access to a suitable place to wash and dry their personal laundry.
- They must be able to eat on site: half-board, food or catering nearby, kitchen area available, convenience store on site, etc.
- An indoor or outdoor 'relaxation' area is desirable and allows for either solitude or socialising.

### **Services and pricing**

- A welcome drink is offered on arrival as a gesture of comfort and hospitality.
- Aware of pilgrims' needs, the host offers rich, generous and balanced dinner and breakfast menus. Within the limits of their budget, they favour local products and simple culinary specialities from their region.
- They pay particular attention to breakfast to ensure a good start to the day.
- To promote interest in their region and help pilgrims discover the heritage of the Way, they provide books and documentation, take the time to discuss the next stage of the journey with each pilgrim and highlight the special features of the route.
- They are able to provide pilgrims who are feeling slightly unwell with basic care products and, of course, refer them to a specialist if necessary. Under no circumstances do they practise medicine themselves.
- In rainy weather, they pay even more attention to the pilgrim's morale and help them to dry their belongings.
- The rates charged must be reasonable and appropriate, without exceeding the actual costs incurred. They must be clearly advertised, detailed and displayed. NB. Guesthouses are required to include the provision of all linen and breakfast in the price of the night's stay. Please note that the mention 'special pilgrim price' implies a service identical to that of the basic reference price.

**In the service of the Association Belge des Amis de Saint-Jacques de Compostelle, asbl**



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- The host is involved in the smooth running of the association. They may support it by paying a membership fee and becoming a member.
- They help to strengthen its image and reputation and, of course, recommend other pilgrim hostels along the route, while widely distributing the list. They maintain 'relations' with local authorities (municipality, tourist office, tourist information centre, etc.).
- They pass on information from the Way that will be useful to everyone. In short, they contribute to its development.
- They authorise the Association to publish their details in the Pecten, the guidebooks published by the Association, its occasional publications and on the Association's website.
- They undertake to inform the head of the accommodation network of any changes to their accommodation conditions: prices, services and description of the premises.

By adhering to this charter, the host contributes to the preservation of the Way, helping to keep it alive by enabling the pilgrims of tomorrow to follow in the footsteps of the pilgrims of yesterday.

We thank them warmly and wish them the friendship of Saint James.  
Ultreia!

Marcel Bourguignon – Michèle Cortès  
Managers of the ABASJC Accommodation Network

Done in duplicate at ....., on ..... / ..... / .....

For the Association: Marcel Bourguignon – Michèle Cortès

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The Host:

Name :

Read and approved - signature

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