

*The general meeting of the association "schlaf im Stroh!" / Aventure sur la paille
based on art. 9 and 12 paragraph 1 letter h. of the statutes of 30 March 1995
enacts the following*

Quality charter of 19 March 2003



"schlaf im Stroh!",
a service in accordance with the licence agreement including registered trademark,

hopes its guests enjoy a pleasant, relaxing and enriching stay with their hosts who are members of the association "schlaf im Stroh!" and legitimate licensees thereof.



The hosts,
as providers of the service **"schlaf im Stroh!"**

are committed to accommodating their guests

ÿ to their full satisfaction,
ÿ in rural hospitality with an agricultural association,
ÿ with a special quality of life,

in accordance with the relevant regulations of the association for the quality assurance of the service "schlaf im Stroh!", which forms part of the awarded license and for which they are immediately responsible with regard to their guests.



The association "schlaf im Stroh!"
as the base organisation of the service **"schlaf im Stroh!"**

ÿ is an association for the joint self-help of its members with an agricultural association aimed at promoting encounters and understanding between town and country as well as complementing Switzerland's tourist provisions with a specific alternative in a rural setting;

ÿ awards its license to hosts as licensees who ensure its service "schlaf im Stroh!" is provided in accordance with the relevant quality assurance regulations;

ÿ is absolutely available to provide further information to guests and interested parties, welcomes their positive feedback and also receives suggestions and complaints with interest and processes these with a view to providing a convincing solution for the service in general.



At the "schlaf im Stroh!" venue
the hosts

ÿ make the catalogue, quality rules, statutes and other relevant documents concerning the association, service and licence "schlaf im Stroh!" available for consultation at leisure;

ÿ welcome positive feedback or suggestions for improvements to the service provided by them;

ÿ should be advised of concrete complaints of the provided services directly and they in turn will endeavour to provide guests with satisfactory information without delay or suggest a useful solution to the problem.

Courtételle, 19 March 2003

*for the association "schlaf im Stroh!" /
Aventure sur la paille*

Christian Stähli, President

Susanne Ming, Secretary