



Liberté • Égalité • Fraternité
RÉPUBLIQUE FRANÇAISE

YOU GO TO A CAFE



Enjoying a drink in a café is meant to be a relaxing moment – not one that should be spoiled by problems with prices or service.

Restaurant and café owners have rights and obligations, just like their customers.

Have the right reflexes!

Prices

> **Cafés are free to set their own prices**, but the café owner must display a list of prices, which must be readable and visible from outside the establishment, as well as from exterior seating areas reserved for customers. It must contain the prices of beverages (including the serving portion) and the most commonly-served items, including:

- A cup of black coffee
- A glass of draught beer
- Canned or bottled beer
- A fruit juice
- A soda
- Flat or carbonated mineral water
- An aniseed-flavoured aperitif
- The daily lunch special
- A sandwich

Inside the café, the owner must have available a document listing every beverage and food item for sale, complete with prices.

> **The price listed includes both tax and tip**

If the total is more than €15.24, the café owner must give you a bill. On your request, however, he or she must give you a bill even for smaller amounts.

> **Note:** café owners may charge different amounts depending on whether you are standing at the bar, seated inside or outside on the terrace, but these prices must be posted.

> **A few tips**

- If you don't order anything else, the café owner is not obliged to give you a free glass of water. In this case, the price of a glass of water must be displayed.
- Bottled drinks must be poured in your presence when they are sold by the glass. Drinks sold in sealed bottles or other containers must be opened in your presence.
- The café owner is not allowed to refuse to serve you a simple cup of coffee on the café terrace.

> **Other things you should know**

A café cannot refuse you entrance on the grounds of religion, race, physical condition, orientation, etc., or because you are accompanied by children.

Owners are not required by law to accept animals.

For more information

- > The website of the General Directorate for Competition Policy, Consumer Affairs and Fraud Control (DGCCRF):
www.dgccrf.bercy.gouv.fr/anglais.htm
- > The DGCCRF offices in your *département*.
- > The National Consumer Institute: **www.conso.net**
- > Consumer associations in your *département*

The above elements are for information purposes only. They are not intended to be exhaustive and are in no way meant to replace legislation currently in force.