



Liberté • Égalité • Fraternité  
RÉPUBLIQUE FRANÇAISE

## You go to a restaurant



Enjoying a meal in a restaurant 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

> **Restaurants are free to set their own prices, but they must be displayed** both inside and outside the establishment.

- Outside, fixed or daily menus must be displayed throughout the service, at least from 11:30am onwards for lunch service, and from 6:00pm for the dinner service. The price of five wines must also be displayed, or five beverages if the restaurant does not serve wine.
- Inside, the restaurant owner must make available to you fixed and/or daily menus identical to those on display outside.

**The price listed includes both tax and tip, and also includes bread, tap water (served in a carafe), spices and ingredients, tableware and napkins.** These elements may not be the subject of additional charges.

If some menus or fixed-price offerings are not available on certain days or at certain times, this must be clearly indicated. If it is not, the restaurant owner cannot refuse to serve them to a customer.

**A bill must be given to the customer at the end of the meal.** It must clearly indicate the date, the name and address of the restaurant, and list the prices, tax included, of each of the items supplied.

## The meal

- **The restaurant owner must serve the dishes as they are indicated on the fixed or daily menu.** Surimi may not be served as a replacement for real crab, nor may smoked pork shoulder be substituted for ham.
- If you think that a dish is not sufficiently hot, the restaurant owner must replace it. Wine must also be replaced, particularly if it tastes "corky". On the other hand, when it is a question of how a dish tastes, the owner is free to decide whether or not to take back the dish and serve you something else. If he or she refuses, you are still obliged to pay for it.
- You are not obliged to order either mineral water or wine. **You may ask for a carafe of water; it is free.**
- The restaurant owner may levy a cover charge for each child, even if they do not eat. However, the cover charge for children must be listed on the fixed or daily menu.

## Other things you should know

A restaurant owner 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.

You may refuse to check your coat. In case of theft, the restaurant owner is not liable to reimburse you.

## If there is a problem

The restaurant owner must pay you damages if you are the victim of any sort of problem that is the result of negligence or a fault on his or her part or on the part of one of the employees (for example, reimbursing dry-cleaning costs).

If you have been the **victim of food poisoning**, contact the DGCCRF in your *département*.

## 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](http://www.dgccrf.bercy.gouv.fr/anglais.htm)
- > The DGCCRF offices in your *département*.
- > The National Consumer Institute: [www.conso.net](http://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.