

It's not possible to link to a particular review in Trip Advisor but here is a copy of our reviews available by going to https://www.tripadvisor.com.au/Restaurant_Review-g188662-d741555-Reviews-La_Citadelle-Dinant_The_Ardennes_Wallonia.html and selecting the "terrible" experience reviews

(Ian's)

Poor service and indifferent food

Had a dreadful experience. First one of the wait persons didn't seem keen to serve us. Got ahold of the other and all went smoothly. My wife who has good French ordered for us. One of the party had to leave, suddenly ill, but we cleared it with the waitress and she clearly understood one of us no longer required a meal, and her partner would be back in a few minutes once he had taken her back to accomodation. Sure enough, he was back and the three of us were served our entrees. When the main courses came, only two were presented. We waited a little, and then my wife queried the waitress. She now refused to speak to her, stating "she spoke no English" - which was irrelevant as all the business had been conducted in France. The barman was forced to let us know that no further meals were available, the chef had left. We could order a meal for tomorrow, or have some frites. The spectacular lack of consideration in not having the courtesy to let our companion know that his meal would not be prepared amazed us. Had they apologised for a misunderstanding, or explained it was not possible to for them to prepare his meal (although they had no problem with his entree) we would have been content. The food that we had was at best average - tough steak and overcooked vegetables. We paid (and had always been prepared to pay for our absent companion's meal if required) in bad grace. I presume we are merely tourists, gone the next day, so they don't care what level of service, quality of food, or level of courtesy they deliver. Well, show them, and avoid patronising them until they get their act together.

Visited August 2016

(Don's)

Customer service? Non!

Q. What sort of restaurant serves two of three customers a main course and then announces that they can't serve the other customer because the chef has gone home? A. Not one that I'd recommend. Unforgivably rude!