

COMMITMENTS OF THE TOURIST OFFICE IN CATEGORY I

The Tourist Office is designated in the category I and belongs to the Offices de Tourisme de France network.

We make a commitment to:

- ✓ Provide you with an easily accessible welcome area and information space.
- ✓ Facilitate your searches.
- ✓ To provide you the furniture to sit down and have a comfortable stay.
- ✓ To inform you free of charge about the local tourist offer.
- ✓ Show and spread the periods of opening, expressed in two foreign languages at least.
- ✓ To offer you the free access to the WiFi network.
- ✓ To welcome you at least 305 days a year on Saturday and Sunday included in high tourist period or of animation.
- ✓ Answer all year long your mails.
- ✓ Insure a service of permanent reception, held by a staff practising two foreign languages at least.
- ✓ Assure the supply of walking maps, plans and tourist guides on paper base.
- ✓ To give you access to its trilingual web site dedicated and adapted for consultation via embarked support.
- ✓ Broadcast the tourist informations also on paper base, translated at least into two foreign languages:
 - In all the classified tourist accommodations containing at least the name of the establishment, the mail address and phone number, the e-mail, the address of the web site and the level of classification and ranking
 - In monuments and cultural, natural places of interest or of leisure which can contain the indication of the price lists , periods and opening hours to public, the web site and the address and phone number
 - In the events and the animations
 - In the telephone numbers of urgency
- ✓ Update annually the tourist informations.
- ✓ Post outside the emergency telephone numbers.
- ✓ Present all the offer qualified as its zone of intervention for all the visitors.
- ✓ Give you access to the consultation of the availability of classified accommodations.
- ✓ Treat your complaints and measure your satisfaction.
- ✓ Provide a tourist information service incorporating all new technologies of information and communication technologies (social networks, mobile, geolocation).
- ✓ Respect the requirements of the brand "Qualité Tourisme".
- ✓ Provide you with a holiday councillor .
- ✓ Guarantee the reliability and the current events of the information about the local tourist offer.