



TOURIST OFFICE

1st CATEGORIE



This 1st category Tourist Office commits to

- Offer you a welcoming area and an information area that you can easily access
- Ease your stay
- Provide you seats to rest in the tourist office
- Inform you for free about the local touristic offer
- Display the opening hours at least in two foreign languages
- Offer you a free access to wifi
- Be open at least 305 days a year, including Saturday and Sunday during the touristic periods
- Answer to your e-mails during the whole year
- Provide a permanent welcome in at least two foreign languages
- Provide paper maps and guides
- Offer you a dedicated website in three languages that you can visit on embedded medias
- Provide a paper touristic information in two foreign languages about:
 - all the classified touristic accommodation with at least their name, address, e-mail, website, phone number, the classification
 - the culture, nature or leisure monuments and sites with the prices, opening periods and hours, the website, and the contact details
 - the events and entertainments
 - the emergency phone numbers
- Update at least once a year the touristic information
- Display outside the emergency phone numbers
- Present the whole offer of its area for all the customers
- Allow you to access the availabilities of classified accommodations
- Handle your claims and appreciate your satisfaction
- Provide a touristic information with the information and communication technologies (social networks, mobile, geo-tracking...)
- Observe the QUALITE TOURISME requirements
- Make a tourist office advisor available for you
- Guarantee a reliable and updated information about the local touristic information