

Commitments for the tourist Office of Grand Perigueux classified category I

This category I Tourist Office, being part of the network Office de Tourisme de France undertakes:

- ❖ To make available a reception area and an information facility which are easily accessible.
- ❖ To facilitate your enquiries.
- ❖ To provide seating.
- ❖ To dispense free information on local tourist attractions.
- ❖ To display opening and closing times in at least two foreign languages
- ❖ To provide free WIFI access.
- ❖ To remain open at least 305 days per year, Saturdays and Sundays included, during the tourist season as well as events, festivals etc...
- ❖ To answer your letters throughout the year.
- ❖ To maintain a permanent reception service manned by staff speaking at least two foreign languages.
- ❖ To provide printed tourist maps, plans and guides.
- ❖ To allow access to our three-language internet site specifically adapted to giving advice based on existing information.
- ❖ To publish, in addition, printed tourist information translated into at least two relevant languages i.e. :
 - ✓ classified tourist accommodation consisting of at least the name of the establishment, the postal address, the telephone numbers, the level of classification.
 - ✓ historic buildings, ancient monuments, cultural, natural or leisure activity sites consisting of current tariffs and charges, public opening times, internet site details and postal and telephone information.
 - ✓ events, activities and entertainments.
 - ✓ emergency telephone numbers.

- ❖ To bring all tourist information up to date annually.
- ❖ To post emergency phone numbers visibly outside the office.
- ❖ To present to all clients every proposal relevant to the area of activity undertaken by the Tourist Office.
- ❖ To allow access to information concerning classified accommodation.
- ❖ To deal with all claims and complaints and assess the clients' degree of satisfaction.
- ❖ To offer a tourist information service which includes the latest information technology in communication (social networks, cell phones, GPS).
- ❖ To respect the demands [of classification....] or [of the brand mark].
- ❖ To make available an expert advisor concerning holidays.
- ❖ To guarantee that all information concerning local tourist products is reliable and up to date.