

OUR CATEGORY 1 COMMITMENTS



The Tourist Office is listed « Catégorie 1 » since December 2016.

Here is the list of our commitments to better answer your expectations:

- Give you access to an information and reception space.
- Assist you in your processes.
- Offer you furniture to sit.
- Give you free information on the local tourism.
- Display our opening hours and period in at least two foreign languages.
- Offer free wifi access
- Be open at least 240 days a year, Saturday and Sunday included in touristic or eventful periods
- Answer your mail all year.
- Insure a permanent reception held by a staff speaking at least two foreign languages.
- Insure the supply of touristic maps, town maps and guides on paper.
- Give you access to a dedicated trilingual internet site and adapted to portable devices.
- Give out touristic information on paper translated in at least two foreign languages on:
 - All the listed touristic accommodations with at least the name, address, email, internet site, phone number and level of listing of the accommodation;
 - Cultural, natural or leisure touristic monuments or sites with entrance fees, period and opening hours, internet site, phone and postal information;
 - events and animations ;
 - urgency numbers.
- Update the touristic information every year.
- Display urgency numbers outside the tourist office
- Present the qualified touristic offer of our area for every clientele
- Give you access to the listed accommodation availabilities.
- Treat your complaints and measure your satisfaction.
- Offer a touristic information service with new information and communication technologies (social media, mobile phone, geolocalisation...)
- Respect the « Marque Qualité » expectations.
- Make a touristic adviser available for you.
- Guarantee the reliability and update of the local touristic information.

