



TOURIST OFFICE CATEGORY III

This tourist office is working to obtain the classification in **category III**, belongs to the network of the French National Federation of Tourist Offices and the Regional Federation of Tourist Offices and is therefore committed to:

- Put at your disposal easily accessible reception area and information area.
- Facilitate your actions.
- Put at your disposal furniture to sit.
- Give you free information about local touristic offer.
- Display its opening periods in one foreign language at least.
- Being open at least 120 days per year and on Saturday and Sunday included in tourist season or animation.
- Reply to your mail all year round.
- Provide a permanent reception service hold by staff practicing at least one foreign language.
- Ensure the provision of touristic maps, plan and guides on paper.
- Give you access to its bilingual website.
- Display tourist information on paper translated in one relative foreign language at least:
 - **about all classified tourist accomodation** with at least the name of the establishment, the postal address, email, website, phone number, the level of classification;
 - **monuments and cultural, natural or leisure tourist sites** that can specity the tariffs, periods and opening hours to the public, the website, phone number and postal address;
 - **events and animations;**
 - **and emergency phone numbers.**
- Update annually its tourist information.
- Display outside emergency telephone numbers.
- Treat your complaints and measure your satisfaction.
- Put at your disposal reception staff.
- Ensure the reliability and timeliness of the information on the local tourist offer.
- Refresh the data on the tourist offer of its geographical scope.