



OUR QUALITY COMMITMENTS

The **Label Qualité Tourisme**: A label of excellence.

The Tourist Office of Gardanne has, for several years, the will to adopt a quality policy which aims at enabling a home of excellence for all audiences. The structure is committed to get from a quality of welcome displayed at a quality of welcome practiced. Within this framework, the Tourist Office of Gardanne undertakes on several points:

- **Provide a personalized and quality welcome to all visitors.**
- **Deliver a clear, accurate, updated information**
- **Put at your disposal competent and attentive staff**
- **Offer you a comfortable and pleasant place**
- **Highlight and enhance the strengths and resources of Gardanne and Pays d'Aix**
- **Train staff and facilitate the integration of new entrants (interns, non-permanent...)**
- **Develop partnerships with socio-professionals from Gardanne and Pays d'Aix**
- **Meet the needs of persons with disabilities.**



OUR COMMITMENTS TO TOURISM AND HANDICAP

A symbol that ensures all home, accessibility and comfort.

Founded in 2001, the label "**Tourisme et Handicap**" aims to provide a reliable, descriptive and objective of the accessibility of sites and tourist equipments by considering the 4 types of disabilities (auditory, mental, physical and visual) and to develop a suitable tourist offer.

In the context of the acquiring of the label **Tourisme et Handicap**, and our quality approach, the Tourist Office is committed to offer better services to all visitors.

You will find here...

- **A quality welcome**
- **Trained and sensitized staff**
- **Adapted equipments**
- **A tourist documentation adapted and accessible to all**
- **A commitment to the community on the accessibility of the city and its services.**