



**Order of 12th November 2010 on the Tourist Office Commitments.  
This Tourist Office listed in the 1st category,  
is part of the France Tourist Offices network.**

It undertakes to:

- Provide a reception space with an information area easily accessible.
- Facilitate your steps.
- Provide a comfortable indoor environment.
- Give free local touristic information about all you need to know and see.
- Sign outside and issue its opening hours translated at least in two languages.
- Offer free wifi.
- Be open at least 305 days per year including Saturday and Sunday during the tourist season or activities.
- Annually answer to your requests by letter or by mail.
- Provide a host service held by a skilled staff speaking at least two languages.
- Provide touristic maps and guides.
- Give access to the internet trilingual dedicated and adapted to the consultation site via embedded media.
- Circulate its tourist information also translated on documents at least in two foreign languages on :
  - > all tourist accommodation classified with at least the name of the institution, post address, email, website address, telephone number, the level of classification.
  - > Monuments, cultural and recreational attractions, which includes the usual rates, times and opening hours to the public, website and telephone number and postal.
  - > The events and activities.
  - > Emergency services.
- Annually update its tourism information.
- Sign outside the emergency phone numbers.
- Present all qualified offer on its intervention area for the entire clientèle.
- Give you access to checking availability of listed accommodation.
- Study your claims and measure your satisfaction.
- Submit a tourist information service including new information technologies and communication (social networks, mobile phones, geolocation...).
- Meet the requirements of the certification Quality Tourism.
- Provide you with an Holiday advisor.
- Ensure the reliability and the updated local touristic information offer.

 If you want to know the details of the commitments of the Tourist Office ask the desk.



Offices de  
Tourisme  
de France

**Tourist Office**

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