



Parc Naturel Régional du Massif des Bauges

## QUALITY COMMITMENTS

### LES AILLONS-MARGERIAZ TOURIST INFORMATION OFFICE

Rated as a category 3 Tourist Information Office.  
Part of the French Tourist Information Office network.

#### **We are committed to:**

- Providing a reception and information area that are easily accessible.
- Facilitating your requirements.
- Providing seating for our customers.
- Providing information to our customers free of charge on local tourist attractions.
- Displaying and communicating our opening hours in at least one foreign language.
- Remaining open at least 120 days per year including Saturdays and Sundays during high seasons.
- Responding to mail all year round.
- Ensuring a permanent reception service by staff who speak at least one foreign language.
- Providing paper copies of tourist maps, leaflets and guides.
- Providing access to our bilingual website.

#### **Providing paper copies of the following tourist information translated into at least one foreign language:**

- all listed tourist accommodation with at least the name of the establishment and contact details, including address, email, website, telephone number and rating;
  - local monuments and other cultural, natural and leisure tourist attractions, including entry prices, opening hours to the general public, address, website and telephone number;
  - local events and activities;
  - emergency telephone numbers.
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- Updating our tourist information annually.
  - Displaying emergency telephone numbers outside the office.
  - resolving complaints and determining customer satisfaction.
  - Providing customers with a tourist advisor.
  - Guaranteeing all information on local tourist attractions is reliable and up-to-date.
  - Constantly updating the information we have on tourist attractions throughout our geographical catchment area.



### OFFICE DE TOURISME – CENTRALE DE RESERVATION

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Déclaration préfecture N°01730 le 21/04/75 – JO du 14/05/75 – Organisme de tourisme autorisé par arrêté préfectoral sous le N°AU 073950001

