



Commitments **Category 1**

La Ciotat Tourist Office is a category 1 tourist office. As such, we undertake to:

- Provide you with an easily accessible tourist and information centre.
- Facilitate your requests.
- Provide chairs to enhance your comfort.
- Provide free information on local tourist attractions.
- Display and publicise our opening hours in at least two foreign languages.
- Provide you with internet access to view tourist information, on request.
- Open the office at least 305 days per year including Saturdays and Sundays during the tourist and entertainment seasons.
- Answer your letters and emails all year round.
- Keep the office permanently manned with staff who speak at least two foreign languages.
- Provide printed tourist maps, plans and guides.
- Provide you with access to our dedicated Internet site which has been tailored to your needs via embedded media.
- Also distribute printed tourist information materials, translated into at least two foreign languages, concerning:
 - all classified tourist accommodation, including at least the name of the establishment, postal address, e-mail address, website address, telephone number and classification level,
 - monuments and sites for cultural, natural or leisure tourism, which may include information on pricing, public opening times and periods, website, telephone and postal contact details,
 - events and entertainment,
 - emergency telephone numbers.
- Update all the tourist information once a year.
- Display emergency telephone numbers outside the office.
- Present the full range of qualified services available for all types of tourists in the area.
- Allow you to view the available classified accommodation.
- Handle all your claims and measure your level of satisfaction.
- Provide tourist information service that uses new information and communication technologies (social media, mobile telephony, geolocation, etc.).
- Adhere to the requirements of the QUALITE TOURISME brand.
- Provide tourist assistants should you need help.