



**Intercommunal Tourist Office  
Lacs et Gorges du Verdon**

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## OUR COMMITMENTS

The Intercommunal Tourist Office of Lacs et Gorges du Verdon with its Tourist Information Desks in : Aiguines, Aups, Bauduen, Les Salles-sur-Verdon, Régusse, Tourtour and Villecroze, in the process of being ranked category III, belongs to the network of the Tourist Offices of France.

We are committed to :

- Provide an easy access to the reception and information area.
- Facilitate your enquiries.
- Have furniture at your disposal to allow you to be seated.
- Inform you – free of charge – concerning the local tourist offer.
- Display and hand out our opening hours and/or periods in at least one foreign language.
- Be open at least 120 days a year Saturday and Sunday included during the tourist season or on the occasion of special events.
- Answer to your requests throughout the year.
- Ensure a permanent reception service runned by staff practicing at least one foreign language.
- Ensure the supply of tourist maps, plans and tourist guides on paper.
- Grant access to our bilingual website.
- Supply also tourist information on paper translated into at least one foreign language concerning:
  - all ranked tourist accommodation indicating at least the name of the establishment as well as its postal-, email- and website address, telephone number(s) and ranking;
  - monuments, natural or recreational tourist sites that may include the entrance fee(s), periods and opening hours to the public, website address(es), telephone number(s) as well as the postal address;
  - events and entertainment;
  - emergency telephone numbers.
- Update at least once a year our tourist information.
- Display the emergency telephone numbers at the outside of the Tourist Office and Tourist Information Desks.
- Process your claims and survey your satisfaction.
- Put a tourist consultant at your disposal.
- Guarantee reliable and up to date information on the local tourist offer.
- Update the tourist offer data of our geographical area of intervention.