



Commitments of BIARRITZ TOURISME

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Assurer un service d'accueil permanent tenu par du personnel pratiquant deux langues étrangères au moins.

Assurer la fourniture de cartes touristiques, plans et guides touristiques sur support papier.

Vous donner accès à son site internet trilingue dédié et adapté à la consultation via des supports embarqués.

Providing you with an easily accessible reception area and information area.

Facilitate your (démarches).

You offer furniture to sit down. Inform you free of charge about the local tourist offer.

Display and disseminate opening times expressed in at least two foreign languages.

You offer free access to wifi.

Be open at least 305 days a year Saturday and Sunday included in tourist or entertainment period.

Reply all year to your letters.

Provide a permanent reception service run by staff practicing at least two foreign languages.

Ensure the provision of tourist maps, maps and tourist guides on paper.

Give you access to its trilingual website dedicated and adapted to the consultation via embedded supports.

Disseminate tourist information, also on paper, translated into at least two foreign languages relating to:

- all listed tourist accommodation including at least the name of the establishment, postal address, e-mail address, website address, contact details Telephone classification

- monuments and cultural, natural or recreational tourist sites, which may include the indication of usage rates, opening times and opening times to the public, the website and telephone and postal contact details;

- events and events;

- emergency telephone numbers. Update its tourist information annually.

View outside emergency phone numbers.

Present all the qualified offer of its zone of intervention for all customers.

You give access to the consultation of availabilities of classified accommodation.

Treat your complaints and measure your satisfaction.

To propose a tourist information service integrating new information and communication technologies (social networks, mobile telephony, geolocation ...).

Observe the AFNOR requirements. Put at your disposal a counselor.

Guaranteeing the reliability and timeliness of information on the local tourist offer

