

## OUR COMMITMENTS

The PÉRIGORD Dronne Belle Tourist Office which is classified in Class II undertakes to:

- Provide you with easily accessible reception and information areas.
- Help you with your enquiries.
- Offer you furniture to sit down.
- Inform you at no charge about the local tourist offers.
- Offer you free wifi access.
- Display and distribute its opening periods in at least two foreign languages.
- Be open at least 240 days a year, Saturday and Sunday included during the tourist season or when events are held.
- Answer your mails all year round.
- Provide a permanent reception service operated by personnel speaking at least two foreign languages.
- Ensure the supply of tourist maps, plans and guides on paper.
- Allow you access to its trilingual website.
- Spread its tourist information printed on paper and translated into at least two foreign languages relating to:
  - all classified tourist accommodation including at least the name of the establishment, address, email, website address, telephone number and level of classification;
  - monuments and cultural, natural or leisure tourist sites, indicating the rates, public opening periods and times, website, telephone number and address;
  - events and entertainment;
  - emergency telephone numbers.
- Update annually its tourist information.
- Display emergency telephone numbers outside.
- Display all information about its operating area for all clients.
- Process your claims and determine your satisfaction level.
- Respect quality procedures.
- Place a tourist adviser at your disposal.
- Guarantee the reliability and the validity of the information on local tourist offers.