



## **Classed in category 1, member of the Tourist Offices of France network, the Inspire Metz - Tourist Office commits to:**

- ❖ Welcome you in a reception area with easily accessible information.
- ❖ Facilitate the preparation of your visit.
- ❖ Offer you somewhere to sit.
- ❖ Give free information about the local tourist activities.
- ❖ Display and communicate our opening hours, in at least two foreign languages.
- ❖ Offer you free Wifi access.
- ❖ Be open at least 305 days a year, Saturday and Sunday included, during the touristic season.
- ❖ Answer your letters all the year round.
- ❖ Ensure a permanent reception service with staff who speak at least two foreign languages.
- ❖ Inform you with tourist maps, city maps and touristic booklets.
- ❖ Provide access to its trilingual website
- ❖ Offer tourist information translated into minimum two foreign languages, also on paper:
  - about all classified tourist accommodation (minimum: name, address, e-mail, website, telephone number, classification level);
  - about monuments and tourist sites (minimum: usual prices, public opening hours, website, telephone number and address);
  - about events and entertainment;
  - about emergency contacts.
- ❖ Update our touristic information at least once a year.
- ❖ Display emergency numbers outdoors.
- ❖ Present the entire qualified offer of its operating zone for all clients.
- ❖ Give you access to the availability of accredited accommodation.
- ❖ Answer your complaints and measure your satisfaction.
- ❖ Offer a tourist information service integrating new technologies (social networks, mobile telephony, geolocation, etc.).
- ❖ Meet the requirements of the Qualité Tourisme qualification.
- ❖ Provide you with a professional staff.
- ❖ Provide reliable and up to date information on the local tourist offer.