



Offices de
Tourisme
de France

TOURIST OFFICE

Category I

The Tourist office of Aragnouet- Piau is listed in category I and belongs to the National Federation of Tourist Offices. We are committed to:

- Provide an easily access to reception and information.
- Facilitate your steps.
- Offer you furniture to sit down.
- Inform you free of charge about the local tourist offer. Display and disseminate opening time expressed at least in two foreign languages.
- Offer you free access to WIFI.
- Be open at least 287 days a year Saturday and Sunday included in tourist or entertainment period.
- Reply all the year to your letters.
- Provide a permanent reception service with staff practicing at least two foreign languages.
- Ensure the provision of tourist maps and tourist guides on paper.
- Give you access to its trilingual website
- Advertise its tourists with translated paper in two foreign languages :

- ✓ To all tourist accommodations classified with at least the name of the establishment, postal address, website address, phone number, classification level;
- ✓ To monuments and cultural, natural or recreational tourist sites which
- ✓ may indicate the rates, public opening times, website address, phone number and postal address ;
- ✓ To events or entertainments ;
- ✓ To emergency phone numbers.

- Update its tourist information annually
- Put outside emergency phone numbers.
- Present you all the qualified offer of its zone of intervention for all customers.
- Treat your complaints and measure your satisfaction.
- Provide a tourist information service integrating new information and communication technologies (social networks, mobile telephony, geolocation...)
- Respect requirements of the certification. A member of the staff should be at the disposal of the tourists.
- Guarantee the information of the local tourist offer is updated.