



Val Thorens
OFFICE DE TOURISME

Val Thorens Tourist Office, classified as Category II, belongs to the network of the National Federation of Tourist Offices of France and makes a commitment to.

- Provide you with an easy to access reception area and information area.
- Facilitate your procedures.
- Provide you with seating facilities to sit down
- Inform you free of charge of the local tourism offer.
- Offer you free access to Wi-Fi.
- Display and distribute our opening periods in at least two foreign languages.
- Be open at least 240 days a year, including Saturdays and Sundays, during the tourist season or event.
- Reply to your mail all year round.
- Ensure a continuous reception service by staff able to speak at least two foreign languages.
- Ensure the provision of maps, plans and tourist guides in paper versions.
- Give you access to our trilingual website
- Disseminate our tourist information on paper as well translated into at least two foreign languages with regard to:

- * all classified tourist accommodation with at least the name of the establishment, postal address, e-mail, website address, telephone number, classification level;

- * monuments and natural or leisure cultural attractions, which may include the indication of admission prices, opening periods and hours to the public, the website and telephone and postal address;

- * entertainment and events;

- * emergency phone numbers

- Update our tourism information annually.
- Display the emergency phone numbers on the outside.
- Present all qualified offers for our area of intervention for all customers.
- Handle your complaints and measure your satisfaction.
- Comply with a quality approach.
- Provide you with a trip advisor for your stay.
- Ensure the reliability and timeliness of information on local tourism.