



# Val Thorens

OFFICE DE TOURISME

Val Thorens Tourist Office, classified in category I, is a member of the National Federation of Tourist Offices of France and is committed to:

- Providing you with an easy to access reception and information area.
- Making procedures easier for you.
- Providing you with seating.
- Giving you free information about the local tourist attractions and facilities.
- Displaying our opening days and times, and making them available in at least two foreign languages.
- Providing you with free WiFi access.
- Being open at least 305 days a year, including Saturdays and Sundays, during the tourist season or a specific event.
- Replying to your correspondence all year round.
- Ensuring a permanent welcome service by staff able to speak at least two foreign languages.
- Providing paper versions of maps and tourist guides.
- Giving you access to our mobile-friendly, trilingual website.
- Providing paper versions, in at least two foreign languages, of our tourist information regarding:
  - \* all classified tourist accommodation with at least the name of the establishment, postal address, email, website, telephone number and classification level;
  - \* monuments and natural or cultural attractions, including the indication of admission prices, public opening days and hours, website, telephone number and postal address;
  - \* entertainment and events;
  - \* emergency telephone numbers.
- Annually updating our tourist information.
- Displaying emergency telephone numbers outside.
- Presenting all offers that are relevant to our field of activity, for all customers.
- Giving you access to availability of classified accommodation.
- Handling your complaints and measuring your satisfaction.
- Offering a tourist information service that integrates new information and communications technology (social media, mobile phones, geolocalisation...).
- Complying with the Qualité Tourisme quality approach.
- Providing you with a destination expert.
- Ensuring reliable and up-to-date information about local tourist attractions and facilities.