

RANKING IN CATEGORY 1

The Grand Montauban Tourist Office belongs to the "French Tourist Offices" network.

He engages himself in :

Provide a reception area and an easily accessible information area.

Facilitate your procedures.

Provide you with furniture to sit on.

Inform you free of charge about the local tourist offer.

Display and disseminate its opening periods expressed in at least two foreign languages.

Offer you free access to Wifi.

Be open at least 305 days a year, Saturday and Sunday included during the tourist season.

Respond to your mail all year round.

Provide a permanent reception service run by staff speaking at least two foreign languages.

Ensure the supply of tourist maps, maps, tourist guides in paper form.

You give access to its dedicated trilingual website adapted to consultation via on-board media.

Disseminate tourist information also on paper translated into at least two foreign languages relating to:

- To all classified tourist accommodation including at least the name of the establishment, postal address, email, website address, telephone number, level of classification;
- To monuments and cultural, natural or leisure tourist sites which may include the indication of usage rates, periods and hours of opening to the public, the website and telephone and postal coordinates;
- Events and activities;

Update its tourist information annually.

Post emergency phone numbers outside.

Present all the qualified offer of its area of intervention for all clientele.

Process your complaints and measure your satisfaction.

Offer a tourist information service integrating new information and communication technologies (social networks, mobile telephony, geolocation).

Respect the requirements of the Qualité Tourisme brand.

Provide you with a stay advisor.

Guarantee the reliability and timeliness of information on the local tourist offer.