



Caudiel



TOURISTS' RIGHTS AND OBLIGATIONS



Enjoy your stay in Caudiel!



RIGHTS OF THE USERS OF TOURISM SERVICES

- Receive objective, truthful and understandable information from tourist companies about the services offered, complete and prior to contracting services, as well as the final price, including taxes and being protected from information or misleading advertising, in accordance with current regulations.
- Receive tourism services in the offered or agreed conditions. The nature and quality of the services provided are directly proportional to the category of the company or tourist establishment.
- That tourist establishment comply with the regulations on the safety and fire protection of their facilities as well as the specific regulations on tourism.
- Free access to spaces, infrastructures and tourist establishments in the terms established by law.
- Be informed, clearly, about the facilities or services that may pose a risk and the security measures adopted in this regard.
- Receive an invoice or proof of payment of the tourist service provided, with the data that current legislation requires.
- Formulate complaints and claims and obtain accessible and truthful information about the procedure for submitting them and their treatment, being able to resort to an out-of-court dispute resolution system, through mediation and arbitration.
- Maximum efficiency in the attention and processing of claims or complaints by the corresponding public administration.
- Access to arbitration for the extrajudicial resolution of conflicts with economic consequences. Require that the accrediting signs of the establishment's classification, the capacity, the prices of the services offered and any other activity variable, as well as the corresponding quality symbols, are publicly displayed in a place of high visibility.

OBLIGATIONS OF THE USERS OF TOURISM SERVICES

- Respect social and cultural traditions of the tourist destination, as well as its wealth and value.
- Respect the environment, historical and cultural heritage and tourist resources.
- Pay for the contracted services, either at the time the invoice is presented or at the agreed time, place and form. In no case the fact of making a complaint implies the paying exception.
- About the tourist accommodation service, respect the agreed checkout date and time.
- Abide by the rules of respect, good manners, peaceful coexistence, clothing and hygiene for the proper use of tourist establishments and services.
- Respect the internal policies, facilities and equipment, schedules and rules of behavior of the tourist establishments, companies, places to visit and places where tourist activities take place.

Caudiel adheres to the "VALENCIAN TOURISM CODE OF ETHICS since 2018 in order to commit to the hospitality of the destination by having an ethical behavior to achieve a sustainable and responsible tourism.

Articles 16 and 17 of Law 15/2018, June 7, of the Generalitat, on tourism, leisure and hospitality of the Valencian Community (DOGV) N. Bulletin: n°8313

You can make any suggestion or complaint in the Caudiel Town Hall, by phone 964 14 40 49, by email info@caudiel.es or on the website www.caudiel.es

