

REVISION: 05
DATE: 01/06/2020

QUALITY POLICY FOR THE INFORMATION AND VISITOR HOSPITALITY SERVICE OF THE CADIZ CITY MUNICIPAL TOURIST OFFICE'S TOURIST RECEPTION CENTRE.

Cadiz City Council's Municipal Tourist Office has the infrastructure and services needed to provide an excellent tourist information and visitor hospitality service, which is in line with the requirements and needs of the tourist that visits our city.

This tourist office and the various information points located in the city are constantly working to maintain and improve the services offered to the tourist/visitor. Therefore, great importance is given to the suggestions made by the users and the satisfaction surveys handed in to our offices in order to cover the needs of the tourist or visitor, with a special emphasis on improving the quality of said service.

The following services are provided by the office:

- Tourist assistance in the following forms:
 - *In person*: directly and immediately dealing with the requests of the visitor or tourist in the tourist office, along with providing printed tourist material. This service is offered in different languages.
 - *Distance*: dealing with the requests of the tourists remotely, whether by telephone, email or post. This service is offered in different languages.
 - *Customized*: providing a customized assistance service, when dealing with a collective or group that requires it due to their characteristics. This service is offered in different languages.
- Providing invitations to the tourists who request them for the guided and dramatized visits organised by the Municipal Tourist Office.
- Cruise reception service: "hospitality desk" in the Cruise Terminal.
- Guided visits for associations and non-profit entities.
- Support service for congresses.

Further information about the tourist amenities of the city of Cadiz is also available from the Tourism section of the Cadiz City Council website: www.cadiz.es and www.visitcadiz.es and on facebook (www.facebook.com/visitcadiz) and twitter (@VisitCadiz).

SUGGESTIONS AND COMPLAINTS:

The Municipal Tourist offices and information points provide the tourist or visitor with a suggestion and complaints box for suggestions to improve the services provided by this office and also to exercise their right to file a complaint about this service.

MAIN RIGHTS OF THE USERS, WITH REGARD TO THE TOURIST INFORMATION AND ASSISTANCE SERVICE

- **RIGHTS OF THE USERS:**
 - Be treated with respect and courtesy.
 - Be treated professionally and be given an answer in accordance with the request for tourist information.
 - Receive an accurate, clear, understandable and specific response in accordance with the requested information.
 - Receive information preferably in the language of the user and in any case in Spanish or English.
 - Be given the complaints and suggestion sheet on request.
 - Be given material with information on the tourist amenities of the city of Cadiz.

- **DUTIES OR RESPONSIBILITIES OF THE USERS:**
 - Act in a respectful and polite way towards all the staff and other users.
 - Following the instructions given by the staff.
 - Provide the necessary information to the staff so that they can receive a correct response.
 - Use the premises and installations, along with the ecological, historical, cultural and artistic heritage, correctly and respectfully.
 - Submit suggestions and proposals in order to improve the service offered by the different Municipal Tourist information points.
 - Follow the instructions given by the guides in charge of the dramatised and guided visit, as well as always acting politely and respectfully towards the guide and complying with the timetable and established meeting points.

LOCATION OF THE DIFFERENT INFORMATION POINTS IN THE CITY OF CADIZ AND PUBLIC OPENING HOURS

OFFICES AND INFORMATION POINTS (addresses, telephones and contact email)	OPENING TIMES AND SEASONS
<p>Tourist Reception Centre, Paseo de Canalejas S/N, 11006, Tel: 956-241001, FAX: 956-241005, email: info.turismo@cadiz.es</p>	<p>Open from Tuesday to Saturday except 1st and 6th January and 25th December: Winter opening: 08:30–18:30 Summer opening: 09:00–19:00 Weekends and public holidays: 09:00–17:00</p>
<p>Tourist Information Office, Avda. José León de Carranza, esquina Avda. de La Coruña, 11011, TF-FAX: 956-285605 email: estadio.turismo@cadiz.es</p>	<p>Open from Tuesday to Saturday except 1st and 6th January and 25th December: Winter opening: 08:30–15:00, 16:30–18:00 Summer opening: 09:00-15:30, 17:00-19:00 Weekends and public holidays: 09:00-17:00</p>
<p>Victoria Beach Information Point (central module), Tel: 956-250426, email: playa.turismo@cadiz.es</p>	<p>Open during summer season and at Easter (between 11.00 and 21.00 hours, depending on the season)</p>
<p>La Caleta Beach Information Point, Tel: 956-222668, email: info.turismo@cadiz.es</p>	<p>Open during summer season and at Easter (between 11.00 and 21.00 hours, depending on the season)</p>