

The Tourist Office of Valmorel and the Valleys of Aigueblanche, classified in category I, belonging to the "Offices de Tourisme de France" network, undertakes to :

- To provide you with an easily accessible reception area and information area.
- Make it easier for you to do your job.
- Provide you with furniture to sit on.
- Provide free information on the local tourist offer.
- Display and broadcast its opening times in at least two foreign languages.
- Offer you free access to wifi.
- Be open at least 305 days a year, including Saturdays and Sundays during the tourist season or animation period.
- Answer your letters all year round.
- Provide a permanent reception service staffed by people who speak at least two foreign languages.
- To provide tourist maps, plans and tourist guides on paper.
- Provide you with access to its dedicated trilingual website, adapted for consultation via on-board media.
- To distribute its tourist information also on paper, translated into at least two foreign languages:
 - to all classified tourist accommodation including at least the name of the establishment
 - of the establishment, postal address, e-mail address, website address
 - telephone numbers, and the level of classification;
 - monuments and cultural, natural or leisure tourist sites, which may include an indication of the usual rates, the periods and times when they are open to the public, the website and telephone and postal contact details;
 - events and activities;
 - emergency telephone numbers.
- Update its tourist information annually.
- Display emergency telephone numbers outside.
- Present all the qualified offer of its intervention zone for all the clientele.
- Give you access to the availability of classified accommodation.
- To deal with your complaints and measure your satisfaction.
- To offer a tourist information service integrating new information and communication
- Information and communication technologies (social networks, mobile telephony, geolocation, etc.).
- Respect the requirements of the QUALITY TOURISM mark.
- Provide you with a travel consultant.
- Guarantee the reliability and timeliness of information on the local tourist offer.

