



OUR CHARTER

Background

The “Tourisme 61” agency gives local inhabitants a chance to be the tourism ambassadors for their region, by setting up an original range of outings, bringing together inhabitants and visitors in a friendly atmosphere.

We have opted for the “greeters” programme, where local volunteers who love their region show visitors around it free of charge.

This departmental network is organised by Tourisme 61 in partnership with the Orne Tourist Offices and the regional Tourist Offices that have volunteered for the programme.

What is a greeter?

Greeters (from the verb “to greet”) are local inhabitants who love their region. They want to introduce visitors to their town or village, their everyday lives and their interests on a voluntary basis, during friendly excursions, free of charge. The outings last between one and four hours and are designed for groups of 6 people maximum.

Greeters are not guides, and they do not organise guided visits. They are enthusiastic local inhabitants who take visitors for a walk in their town, village or local countryside and talk about their interests and their daily lives and tell stories. A human experience, a personal encounter with the area are what is important and are the focus of the excursion - there is no idea of competing with guided visits with paid admission.



Who are the visitors?

The visitors who want to meet a greeter are tourists or local people wishing to explore or revisit a region off the beaten track and through the eyes of a local inhabitant. There are never more than 6 visitors during an excursion with a greeter: the aim is to encourage a rewarding exchange between the greeter and the visitors.

What happens during an excursion with a greeter and his/her visitor(s)?

Before the excursion

Visitors who want to take part in an outing with a greeter must make a request on the dedicated website set up by Tourisme 61 for the programme. The greeter or, if need be, the relevant Tourist Office takes note of the request and confirms the date, place and time of meeting to the visitors (if the greeter requested by the visitors is not available, the Tourist Office may suggest another greeter to them). The greeter's mobile phone number is then sent to the visitors, and the visitors' numbers are given to the greeter, to make it easier to meet up on the day of the excursion.

During the excursion

An excursion with a greeter and visitors can last between one and four hours. Whenever possible, the meeting point is the Tourist Office. The duration, itinerary and subjects dealt with depend on the interests and wishes of the greeter and the visitors, and on the weather... An outing with a greeter is always free, has no financial aim, and the greeter can never accept tips. During the excursion, if any expenses are incurred (a drink in a café, tickets on public transport, etc.), the greeter has no obligation to pay for the visitor(s) and vice-versa.

After the excursion

After the outing, the greeter receives an email with a request for a brief report and the visitor(s) are sent an email with an evaluation form to fill in.

Commitments

Tourisme 61 undertakes to:

- set up and manage the programme's website
- promote the programme using its own communications tools
- set up a network of greeters and partner tourist offices, giving them a chance to share friendly experiences each year.

The Tourist Office undertakes to:

- help to recruit greeters
- put visitors and greeters in touch with each other when requests are made
- guarantee that the "greeter philosophy" is respected and avoid competition with professional guides.

The greeter undertakes to:

- respect the values of the "greeter" concept outlined above
- have public liability insurance
- accept visitors as a greeter only when requests have been made on the website set up for the programme
- confirm their availability or suggest an alternative date on reception of a request
- accept to give their mobile phone number to visitors once the date of the outing has been set
- meet visitors in a public place,
- not take visitors in his or her personal vehicle
- let the Tourist Office and Tourisme 61 know about any incident during the excursion.

The visitor undertakes to:

- acknowledge that the excursion is free of charge, and not hold Tourisme 61, the Tourist Office or the greeter responsible for any unforeseen event that is not caused by them.

Please note

Greeters are volunteers. They do not depend legally or financially on the Tourist Office or Tourisme 61, and the latter cannot be held responsible for their speech or actions, nor for any incident, accident, mishap or dispute arising during an excursion.

In the event of failure to respect the commitments of this charter, the Tourist Office and Tourisme 61 reserve the right to exclude a greeter from the network.

The outings are free of charge and take place under the responsibility of each participant.

Contact:

Tourisme 61
Hôtel du Département
27, boulevard de Strasbourg
CS 30528 – 61017 Alençon Cedex
Tel.: +33 (0)2 33 28 88 71
E-mail: tourisme61@orne.fr