

TOURIST RIGHTS



Actual information

You have the right to receive clear, accurate and complete information about tourist services and their final price.

You also have the right to be protected from misleading advertising



Contract

Request the documents explaining the terms and conditions of the contract.



Enjoy the service

People have the right to receive tourist services as advertised or agreed upon. Furthermore, the quality of service must be consistent with the category of the tourist establishment or company.



Accessible services

Enjoy accessible tourist spaces, infrastructure and services

Access to services

Being able to freely access tourist establishments and services, in accordance with the law.



Comply with regulations

Tourist attractions must follow safety rules to prevent fires, as well as special rules for tourism.



Dangerous places

Clearly explain whether any facility or service may be dangerous, and what safety measures are in place to prevent risks.



Bills

Receive the invoice or proof of payment for the tourist service provided, with the information required by law.

Complaints and Claims

People have the right to receive clear and easy-to-understand information about how to file complaints and what will happen afterwards. Special systems can be used to resolve problems without going to court, such as mediation or arbitration.

The public administration must help to ensure that your complaints are dealt with and resolved as quickly and effectively as possible.



Advertising of information

Request that the following be displayed publicly in a place visible to all:

Certificates indicating the category of the establishment.

The maximum capacity of the establishment.

The prices of the services offered.

Any other important information about the establishment.

Symbols indicating the quality of service.



TOURIST OBLIGATIONS



Payment

Pay for the services contracted in the manner agreed upon.

Even if a complaint or claim is made, payment must always be made.



End of services

When using accommodation, you must leave on the agreed date and time and vacate the room or residence.



Respect

Follow the rules of respect, politeness, coexistence, appropriate clothing and cleanliness to make good use of tourist sites and services.



Respect traditions

Respect the traditions and practices of the place you are visiting.



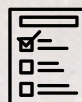
Respect the environment

Respect the environment, heritage and tourist resources.



Respeto de instalaciones

Respetar las instalaciones y equipamientos de los establecimientos y empresas



Follow the rules

Follow the rules of tourist sites, respect opening hours, and follow the rules of conduct when visiting or participating in tourist activities.

You can make a suggestion or complaint at Altea Town Hall (www.altea.es) or at the Tourist Office, by telephone on 965 844 114, or by email at altea@touristinfo.net.

If your complaint or claim relates to consumer issues, you can submit it by email to the Municipal Consumer Information Office (OMIC): omic@altea.es