



Découvrez Valence Sud Rhône-Alpes autrement !

Valence Sud Rhône-Alpes Greeters' Charter

Valence Sud Rhône-Alpes Tourism and Convention Bureau now offers visitors and tourists a new way of exploring the local area through a free cultural exchange scheme involving local volunteers.

The role of the Valence Sud Rhône-Alpes Greeters is to enable visitors to enjoy a unique experience they will never forget, getting to know the real Valence.

1. Who are the Greeters?

Greeters are passionate locals who are keen to meet visitors locally and share their knowledge and passion with them. They are people of all ages and backgrounds who are open to different cultures. Greeters give up some of their free time voluntarily to show tourists around their city, urban area, village or region, taking them to both unusual and more conventional places, depending on the visitors' likings and preferences.

Greeters must be motivated, open-minded, sociable, available and enjoy mixing with other people.

Speaking a foreign language is not essential, but it can be an advantage when meeting tourists from other countries.

Greeters must be over 18 years of age, but minors are permitted to accompany a Greeter on an outing.

A Greeter is not a guide, and an outing is not a guided tour. Each Greeter will introduce others to their region in their own unique, authentic and convivial way. Greeters pass on their passion for their city or region by exploring a theme that is of interest to their visitors. The themes of the different outings are very varied and can be to do with art, culture, nature, sport, gastronomy or shopping. The outings are a way of meeting others and enjoying a cultural exchange, providing an enriching personal experience for each party involved, both the tourists and the Greeters. They have nothing in common with professional guided tours, which focus on aspects of local heritage.

Greeters are grouped by town or area and managed by Greeters organisations which recruit volunteers and receive and respond to requests from visitors. Greeters are involved in a personal capacity. They are volunteers and have no ulterior motive for being involved. Greeters are independent, and under no circumstances can they be deemed to be answerable to any organisation.

2. Visitors

The Greeters are there for visitors of all kinds: people on their own, families, groups of friends, couples, locals, and people who are in the area on holiday or for business. They welcome anyone and everyone, and do not discriminate in any way. The number of people on an outing with a Greeter is limited to six, and the group must include at least one person aged over 18.

3. How visitors get in touch with a Greeter

To meet up with a Greeter, each visitor or group of visitors fills in an online form on a Greeters website to provide details of the group composition. Their request can include their areas of interest, things they would like to see during their stay or, depending on how the Greeters concerned are organised, a proposed outing (as described on the website) that they find particularly appealing.

This form is used to find the available Greeter who is best able to provide information on the topics featured in the request and to put the visitor(s) and Greeter in touch with each other.

4. Meeting up

Each outing is unique, being 'tailor-made' to take into account the visitor's request, the hosting Greeter and other criteria such as the weather and what the visitor and Greeter have in common, etc.

The Greeter can be on their own or accompanied by a person of their choice when they meet the visitor(s), depending on the visitors being hosted. For example, if the visitors are a family, the meet-up and outing might take place along with the Greeter's family or with one of their children.

The meet-up lasts for approximately two to three hours, but it can last longer if the Greeter and visitors agree to this.

If any expenditure is involved (drinks at a café, public transport fares, admission fees, etc.), each person pays for their own expenses. The Greeter has no obligation to pay for the visitor(s), and vice versa.

Visitor(s) are made aware of the rules and undertake to comply with them. If visitors do not comply with the rules (if they arrive late for no good reason, if they are rude, or are not interested in the outing, etc.), the Greeter is discharged of their hosting responsibilities. Because Greeters are acting voluntarily, following their interests in their own time, out of courtesy visitors must notify the Greeter as soon as possible of any cancellation by contacting the Greeter or the organisation.

Meeting up with a Greeter is completely free of charge for the visitor, and the Greeter is not permitted to accept any gratuities or payment.

However, each Greeters organisation is free to accept and encourage donations from visitors if they choose to do so. Donations can be made either directly to the local Greeters organisation or by referring visitors to the donation page on the Fédération France Greeters website.

5. Liability

The visitor acknowledges that the meet-up is free of charge and that neither the Greeters organisation nor the volunteer concerned can accept liability in the event of default or dispute.

The outings take place under the responsibility of each participant. The Greeters organisation can under no circumstances be held liable for any incident or accident that may occur during an outing.

The France Greeters MD trade mark is the property of the Fédération France Greeters. In this France Greeters Charter the Fédération France Greeters complies statutorily with the Core Values established and managed by the Global Greeter Network and stated below (18/06/2014):

1. Greeters are volunteers, a friendly face for those visiting a city/destination
2. Greeters welcome individuals and may serve small groups of up to six people
3. Meeting a Greeter is free of charge
4. Visitors are welcomed without any kind of discrimination
5. Greeter programs support sustainable tourism. Programs respect natural and man-made environments, it brings both cultural and economical enrichment to the local communities. Programs aim for a lasting positive image of each destination.
6. Greeter programs create a mutually enriching opportunity for cultural exchange, create links between people thus creating a better world.

LAST NAME and first name of Greeter:

Address:

Date:

Signature

Service Coordination de territoire

Jean-Baptiste Fabry

04 75 44 96 12

jean-baptiste.fabry@valencetourisme.com

www.greeters-valence.com

valencetourisme.com
OFFICE DE TOURISME ET DES CONGRÈS
COMMUNAUTÉ D'AGGLOMÉRATION VALENCE ROMANS SUD RHÔNE-ALPES