

OBLIGATIONS OF USERS OF TOURIST SERVICES

Users of tourist services will have the following OBLIGATIONS:

- Respect the traditions and social and cultural practices of tourist destinations, as well as their wealth and value.
- Respect the environment, historical and cultural heritage and tourist resources.
- Pay for the contracted services, either at the time of presentation of the invoice or at the time, place and manner agreed, without the fact of presenting a claim or complaint implying, in any case, exemption from payment.
- In case of tourist accommodation services, respect the agreed date and time of departure from the establishment, leaving the occupied accommodation unit free.
- Observe the rules of respect, education, social coexistence, clothing and hygiene for the proper use of tourist establishments and services.
- Respect the facilities and equipment of tourist establishments and companies.
- Respect the rules of the internal regime of tourist establishments, schedules and rules of conduct of the places of visit and of carrying out tourist activities.

Dénia has adhered to the **VALENCIAN TOURISM CODE OF ETHICS**, since 2018, in order to commit to the hospitality of the destination, having an ethical behavior to achieve sustainable and responsible tourism.

Articles 16 and 17 of Law 15/2018, June 7, of the Generalitat, on tourism, leisure, and hospitality in the Valencian Community (DOGV) Bulletin No.: 8313



**RIGHTS AND OBLIGATIONS
TOURIST SERVICES USERS**
Enjoy your stay in Dénia!



TOURIST SERVICE

WELCOME TO DÉNIA! A city bathed by the Mediterranean Sea where you will find:

- HISTORY, in its emblematic Castle and trace of various civilizations in its 4 museums (Archaeological, Ethnological, Toy and Sea museums)
- MEDITERRANEAN breeze, in its more than 12 km of fine sand beaches and 5 km of rocky coves bathed by the Marine Reserve of San Antonio's Cape with its great ecological value.
- NATURE, in the beautiful Montgó Natural Park whose trails lead us to places with wonderful panoramic views.
- EXPERIENCES, through its wide range of cultural activities and active tourism at sea and on land, in various natural spaces.
- GASTRONOMY, based on tradition, diversity and creativity.

We wish that you have the best experience in Dénia! And, for this reason, we want to know your opinion about the city: both what you like the most and what you would like to improve. We are open to all kinds of suggestions, to improve and make Dénia your preferred option. If you need to make a suggestion or complaint about any matter (including Tourism), you can:

- Go directly at the Citizen Service Offices of the Dénia City Council where we will assist you in person
- Do it through the "complaints and suggestions box" on the Dénia City Council website www.denia.es or the Municipal Tourism Website www.denia.net

In case of suggestions about Tourism services, you can do it at any Tourist Info office in Dénia (Plaza Oculista Buigues / Plaza Consell) or via email: denia@touristinfo.net or deniaturismo@gmail.com

Regarding Consumption matters, you can do it electronically through the link oac.denia.es, by phone 628.614.679 and email consumo@ayto-denia.es (Municipal Consumer Information Office, OMIC) They may also assist you in person, by requesting an appointment on the website of the City Council www.denia.es

LET'S HELP US TO IMPROVE!

www.denia.es | www.denia.net

RIGHTS OF TOURIST SERVICES USERS

Tourists will have the RIGHT to:

- Receive complete, truthful and understandable information, from tourist companies, prior to hire their services, as well as on the final price, including taxes. The objective is to be protected against misleading information or advertising, in accordance with current regulations.
- Obtain the documents that prove the terms of their contract.
- Receive tourist services in the conditions offered or agreed and, in any case, that the nature and quality of their services is in direct proportion to the category of the tourist company or establishment.
- Enjoy accessible tourist spaces, infrastructures and services.
- Free access to tourist establishments and services, under the terms established by law.
- That tourist establishments comply with the regulations on security and fire protection of their facilities, as well as those specific to tourism activity.
- Be informed, clearly, about the facilities or services that may pose a risk and the security measures adopted in this regard.
- Receive an invoice or proof of payment for the tourist service provided, with the data required by current legislation.
- Formulate complaints and claims, and obtain accessible and truthful information, on the procedure of presentation of the same and their treatment, being able to resort to a system of extrajudicial solution of conflicts, through mediation and arbitration. Likewise, they have the right to the competent public administration to seek maximum efficiency in the attention and processing of their complaints or claims made.
- To resort to arbitration formulas for the extrajudicial resolution of their conflicts with economic consequences.
- Demand that, in a place of easy visibility, the badges accrediting the establishment's classification, capacity, prices of the services offered and any other activity variable, as well as the corresponding quality symbols, be publicly displayed