

RIGHTS AND OBLIGATIONS OF THE TOURIST

TOURIST RIGHTS



Real information

You have the right to receive clear, accurate and complete information about tourism services and their final price. You are also protected from misleading advertising.



Contract

Request the documents that explain the terms and conditions of the contract.



Receive the service

People have the right to receive the tourist services that are announced or agreed upon. Moreover, the quality of the service must comply with the established standards of the tourist establishment or company.



Accessible services

Enjoy spaces, infrastructure and tourist services that are accessible.



Access to services

Be able to access the tourist establishment and services freely, without discrimination, in accordance with the law.



Comply with regulations

Tourists must follow the safety and security rules established to avoid special risks.



Dangerous places

Be informed clearly and adequately about the risks that may exist.



Invoices

Request the invoice or proof of payment for the tourist service provided, in accordance with the law.



Complaints and claims

People have the right to receive clear and easy information on how to file complaints and claims. They can use special systems to solve problems quickly, such as mediation or arbitration. The public administration must help you with your complaints and ensure the best and fastest possible solution.



Advertising

You have the right to truthful and visible advertising. We must show publicly:

- The certificates that indicate the category of the establishment.
- The maximum capacity of people it can accommodate.
- The prices of the services offered.
- Any other important information about the place.
- The symbols that show the quality of the service.

TOURIST OBLIGATIONS



Payment

Pay for the services that have been contracted in the agreed form.

Although a complaint or claim is made, you must still pay.



Use of services

When using accommodation, you must leave on the agreed day and time, and respect the place's rules of residence.



Respect

Follow the rules of respect, education, coexistence, proper dress and cleanliness at the tourist premises and services.



Respecting traditions

Respect the traditions and practices of the place you visit.



Respect the environment

Respect the natural environment, heritage and tourist resources.



Respect installations

Respect the facilities and equipment of the establishments and companies.



Follow the rules

Follow the rules of the tourist places, respect the opening hours and follow the rules of conduct when visiting or carrying out tourist activities.



You can make a suggestion or claim at the Town Hall of Callosa d'en Sarrià (www.callosa.es) or at the Tourist Office, with phone number 965 880 153, or via email callosasarria@touristinfo.net