

QUALITY POLICY FOR THE INFORMATION AND VISITOR HOSPITALITY SERVICE OF THE CHIPIONA CITY MUNICIPAL TOURIST OFFICE

Chipiona City Council's Municipal Tourist Office has the infrastructure and services needed to provide an excellent tourist information and visitor hospitality service, which is in line with the requirements and needs of the tourist that visits our city.

This tourist office is constantly working to maintain and improve the services offered to the tourist/visitor. Therefore, great importance is given to the suggestions made by the users and the satisfaction surveys handed in to our office in order to cover the needs of the tourist or visitor, with a special emphasis on improving the quality of said service.

The following services are provided by the office:

- ✈ Tourist assistance in the following forms:
 - *In person*: directly and immediately dealing with the requests of the visitor or tourist in the tourist office, along with providing printed tourist material. This service is offered in different languages.
 - *Distance*: dealing with the requests of the tourists remotely, whether by telephone, email or post. This service is offered in different languages.
 - *Customized*: providing a customized assistance service, when dealing with a collective or group that requires it due to their characteristics. This service is offered in different languages.
- ✈ Guided visits for associations and non-profit entities.

- ✈ The services provided will be free of charge except: Registration in Bike-Loan System "En Bici" (10 €), visit to the lighthouse (5 €), visit to the Interpretation Center "Cadiz and the New World" (2 €)

Further information about the tourist amenities of the city of Chipiona is also available from the Tourism section of the Chipiona City Council websites: www.aytochipiona.es and www.turismochipiona.es

SUGGESTIONS AND COMPLAINTS:

The Municipal Tourist Office provide to the tourist or visitor with a suggestion and complaints box for suggestions to improve the services provided by this office and also to exercise their right to file a complaint about this service.

**LOCATION OF THE DIFFERENT INFORMATION POINTS IN THE CITY OF
CHIPIONA AND PUBLIC OPENING HOURS OFFICE (ADDRESSES, TELEPHONES
AND CONTACT E-MAIL), OPENING TIMES AND SEASONS**

| <p>OFFICE AND INFORMATION POINT (ADDRESS, TELEPHONES AND CONTACT E-MAIL</p> | <p>OPENING TIMES AND SEASONS</p> |
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| <p>Tourist Office C/ Castillo, 5. 11550 Chipiona (Cádiz) Phone.: 956 92 90 65 / Fax: 956 92 23 31 E-Mail: turismo@aytochipiona.es turismochipiona@gmail.com</p> <p>Web Page: www.turismochipiona.es www.aytochipiona.es</p> | <p>From September 8th to October 31st and February 1st to June 30th Monday to Friday - 10am to 14pm and 17pm to 19pm. Saturdays and Sundays: 10pm to 14pm</p> <p>From November 1st to January 31st Monday to Sunday: 10am to 14pm</p> <p>From July 1st to September 7th Monday to Sunday – 9am to 14pm and 18pm to 21pm</p> |