

# CONFIDENCE QUALITY SERVICE CHARTER FOR TOURISM PROFESSIONALS IN THE CITY OF CANNES

**190 commitments**  
To offer you the best welcome



Art. 1 : The "Only Cannes" Charter was prepared and negotiated on the initiative of the City of Cannes. It results from a partnership between the City of Cannes, the Palais des Festivals & des Congrès - Office du Tourisme (Semec), the Syndicat des Hoteliers de Cannes & Environs, the Union Patronale des Restaurateurs de Cannes & Region, the Syndicat des Plagistes Cannois, and the Syndicat des Taxis Cannois. All hoteliers, restaurateurs, beach managers and taxi drivers located in Cannes may decide to sign the charter and claim its advantages on the condition of scrupulously respecting the legal provisions and conventions therein.

Art. 2 : This charter is based on the following principles, which make up the signatories' three reference values :

## **Reliability :**

- Sustainable guarantee of quality service and reliable prices, to provide the best possible quality-price ratio.

## **Exclusivity :**

- Custom hospitality, recognizing customers, thereby adapting the offer through exclusive service.

## **Pleasure :**

- Assertion of the pleasure of welcoming and greeting visitors in Cannes.
- Commitment providing pleasure, through the services offered, to customers to make their stay in Cannes particularly pleasant.

The professionals' commitments are built around four common principles :

## **QUALITY OF SERVICE**

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Art. 3.1.1 : Highlighting customer hospitality

Art. 3.1.2 : Providing the best services

Art. 3.1.3 : Offering customers a quality setting

Art. 3.1.4 : Ensuring security for customers and their belongings

Art. 3.1.5 : Informing customers about cultural and tourist activities and the establishments in Cannes and its vicinity

## **COMPLIANCE & FAIRNESS OF PRICES**

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Art. 3.2.1 : Respecting current regulations

Art. 3.2.2 : Applying rules of transparency and fairness in terms of prices

Art. 3.2.3 : Respecting contractual commitments to trade fair and convention organizers or the City of Cannes

## **CONSTANT IMPROVEMENT OF THE QUALITY OF SERVICE**

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Art. 3.3.1 : Evaluating quality of service

Art. 3.3.2 : Processing customer complaints

Art. 3.3.3 : Improving service and the context of the service provided

Art. 3.3.4 : Training and informing staff

## **MONITORING RESPECT FOR COMMITMENTS**

Art. 4.2 : The Conseil du Tourisme Cannois plans to ensure proper enforcement of the requirements for each professional signatory through planned or impromptu inspections.

## **COMMUNICATION**

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Art. 5.1 : Authorized professionals are entitled to place the logo on the door of their establishment or vehicle. The applicable commitments (Common Commitments and those specific to each profession) are posted in the establishment ostensibly so customers can read them.

# ONLY CANNES !