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TOURIST ASSISTANCE

If you have any suggestion or claim which would help us to improve your stay with us and our public services, please share it with us:

- Telematic channel with electronic National Identity Document (DNI) or digital certificate through the following link: <http://xabia.sedelectronica.es/dossier.3.1>
- At any **TOURIST INFO OFFICE** in Xàbia.
- At the **Citizen Assistance Office** ("Oficina de Atención al Ciudadano [OAC]")

TOURIST INFO XÀBIA CENTRE

Plaça de l'Església, 4

96 579 43 56

xabiacentre@touristinfo.net

TOURIST INFO XÀBIA PORT

Plaça President Adolfo Suárez, 11

96 579 07 36

info@xabia.org

TOURIST INFO XÀBIA ARENAL

(Temporary Information Office)

Passeig del Tenista David Ferrer

96 579 34 97

xabiaarenal@touristinfo.net

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TOURISTS' RIGHTS AND OBLIGATIONS



RIGHTS

OF THE USERS OF TOURISM SERVICES



The users of tourism services, without detriment of that stipulated in the general legislation for consumer defence and protection, **shall have the right:**

- To receive complete, prior, objective, truthful and understandable information from the tourism companies about the services which they offer, as well as the final price, taxes included. And to be protected against misleading information or advertising, in accordance with the legislation in force.
- To obtain the documents which accredit their contractual terms.
- To receive the tourist services in the offered or agreed conditions, and in all cases, that the nature and quality of their provision has a direct proportion with the category of the tourism company or premises.
- To enjoy accessible tourism spaces, infrastructures and services.
- To freely access the tourism premises and services, in the terms stipulated by the laws.
- That the tourism premises comply with the legislation on fire safety and protection of their installations, as well as the specific legislation on tourism matters.

• To be informed in a clear way about the installations or services that can entail any risk and the safety measures adopted in this regard.

• To receive the invoice or payment voucher of the tourist service provided, with the data required by the legislation in force.

• To file complaints and claims as well as obtain accessible and truthful information, about their presentation procedure and their processing, where it is possible to resort to an out-of-court dispute solution system, by means of mediation and arbitration. Likewise, you have the right that the competent public administration ensures the maximum effectiveness in the assistance and processing of your filed complaints or claims.

• To resort to arbitration methods for the out-of-court solution of your disputes with economic consequences.

• To require, in a clearly visible site, the public display of the certification signage of the premise's classification, the capacity, the prices of the offered services and any other variable of the activity as well as the corresponding quality symbols.

OBLIGATIONS

OF THE USERS OF TOURISM SERVICES

The users of the tourism services, without detriment of the applicable sector regulations, **shall have the following obligations:**

• To respect the social and cultural traditions and practices of the tourist destinations as well as their richness and value.

• To respect the environment, the historical and cultural heritage as well as the tourist resources.

• To pay for the contracted serves, either when the invoice is presented or in the agreed time, place and method, where the fact of filing a claim or complaint does not imply the exemption of payment in any circumstances.

• In the case of a tourism accommodation service, respect the agreed date and time of departure from the premises, leaving the occupied accommodation unit free.

• To observe the rules of respect, proper education, social coexistence, clothing and hygiene for the suitable use of the tourism premises and services.

• To respect the installations and equipment of the tourism premises and companies.

• To respect the internal rules of the tourism premises, the timetables and rules of conduct for the visitor sites and performance of tourist activities.



Articles 16 and 17 of Act 15/2018, of 7 June of the Valencian Regional Government, of tourism, leisure and hospitality of the Official Gazette of the Valencian Regional Government (DOGV) Bulletin: num. 8313.

