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## THE CHARTER

La Maison du Tourisme du Pilat wishes to suggest to the inhabitants of the regional Natural reserve of Pilat being ambassadors of their territory, by the implementation of an original offer allowing them to be actors of the welcome.

The "greeters" form, voluntary inhabitants fascinated by their territory and suggesting making it discover free of charge, was held.

The first purpose of these meetings being the cultural exchange between the greeter and the visitor.

### WHO ARE THE GREETERS?

The Greeters are inhabitants fascinated by their territory. They wish to make discover their city or village, their daily life and their various passions to the visitors, **during friendly and free meetings**. The latter can last between two and four o'clock and always address individuals.

**Greeters are not guides or professionals of the frame, and they do not propose guided tours.** They are passionate inhabitants, who accompany the tourists the time of a meeting in Pilat, to talk to them of their passions, stories,...

It is human experience, real-life experience of places and exchange that are important and remain the basis of the meeting.

Examples of themes that can be offered during the meeting: farming, local products, vineyards, architecture, views from summits, religious art, forest, textile holdings, ...

To become a greeter it is necessary to live in the Park of Pilat or to prove a particular attachment to this territory.

### WHO CAN AND HOW MEET A GREETER ?

People who wish to meet a greeter are in situation of stay or excursion in the Park of Pilat, either still inhabitants (newcomers for example), wishing to discover or to rediscover a territory off the beaten track and through the look of an inhabitant. **A greeter can never offer a meeting to a group of more than six people**: the objective is to favor the exchange between the greeter and his visitors.

#### *Before the meeting*

The people who wish to meet a greeter have to make a request of meeting at least one week in advance, either via the web site **[www.pilat-greeters.fr](http://www.pilat-greeters.fr)**, or by phoning or by going directly to one of the Tourist offices of the massif of Pilat (located in Condrieu, Pélussin, Bourg-Argental and St-Genest-Malifaux).

Maison du Tourisme takes care of the request and looks for a greeter available and being able to match the requested. Once the greeter, the date, the place and the time of meeting are determined, the phone number of the concerned greeter is communicated to the visitors, and that of the visitors is communicated to the greeter, so that the latter can meet easily the day fixed.

#### *During the meeting*

A meeting between a greeter and a visitor can last between two and four hours. When it is possible, the meeting place is the Tourism office. The duration, the route and the approached subjects depend on passions and on

desires of the greeter and his visitors, for the weather report, ... **A meeting with a greeter is always free**, it has no commercial purpose and the greeter can't accept tip in any case. During the meeting, if there are any costs (coffee, care sharing), the greeter doesn't need to pay for / the visitor (s) and vice versa.

#### *After the meeting*

After the meeting, the Tourist office sends by e-mail a satisfaction form to the greeter and his visitor.

### **COMMITMENT**

#### **LA MAISON DU TOURISME MAKES A COMMITMENT IN :**

- Promoting the network via its communications tools,
- Connecting visitors and greeters during the requests,
- Sending the visitor and the greeter a questionnaire of satisfaction of the meeting,
- Informing the greeter of possible remarks from the visitor,
- Guaranteeing the respect of the "philosophy greeter " not to compete with the professional guides.

#### **LE GREETER MAKES A COMMITMENT IN :**

- Respecting the values of the concept of "greeters" defined in introduction,
- Having a third-party insurance and supplying its number of RC to the tourist office,
- Welcoming visitors in his quality of greeter only when it is about requests made through the Maison du Tourisme du Pilat,
- Agreeing to give his phone number to the visitors once a date of the fixed meeting,
- Welcoming in a public place,
- Holding the Maison du Tourisme informed about any possible incident arisen during the meeting.

#### **THE VISITOR MAKES A COMMITMENT IN :**

- Accepting the responsibility of the Maison du Tourisme or of the greeter cannot be engaged in case of failure not resulting of the one or of the other.

### **PRECISIONS**

The greeter is a volunteer. He doesn't depend either legally or financially on the Maison du Tourisme du Pilat, which cannot be held responsible for his acts and subjects.

On no account a greeter can be considered as a professional guide.

In case of non compliance with the commitments of this charter, the Maison du Tourisme du Pilat reserves the right to exclude a greeter of the network.

The meetings are free and are made under the responsibility of each of the participants.