



Classed in category 1, member of the Tourist Offices of France network, the Inspire Metz - Tourist Office commits to:

Welcome you in a reception area with easily accessible information.

Facilitate the preparation of your visit.

Offer you somewhere to sit.

Give free information about the local tourist activities.

Display and communicate our opening hours, in at least two foreign languages.

Offer you free Wifi access.

Be open at least 305 days a year, Saturday and Sunday included, during the touristic season.

Answer your letters all the year round.

Ensure a permanent reception service with staff who speak at least two foreign languages.

Inform you with tourist maps, city maps and touristic booklets.

Provide access to its trilingual website

Offer tourist information translated into minimum two foreign languages, also on paper:

- about all classified tourist accommodation (minimum: name, address, e-mail, website, telephone number, classification level);
- about monuments and tourist sites (minimum: usual prices, public opening hours, website, telephone number and address);
- about events and entertainment;
- about emergency contacts.

Update our touristic information at least once a year.

Display emergency numbers outdoors.

Present the entire qualified offer of its operating zone for all clients.

Give you access to the availability of accredited accommodation.

Answer your complaints and measure your satisfaction.

Offer a tourist information service integrating new technologies (social networks, mobile telephony, geolocation, etc.).

Meet the requirements of the NF Service qualification.

Provide you with a professional staff.

Provide reliable and up to date information on the local tourist offer.

