

Attention to the tourist

¡We want your experience at Novelda to be unforgettable!

You can make a suggestion or complaint through the website of the Tourist Info:

<http://turismo.novelda.es/portal-atencion-al-turista/>

If your complaint or complaint is related to consumer matters, you can make it at the Municipal Office for Consumer Information (OMIC)

OMIC TIME: Casal de la juventud Carrer Dr. Fleming, 40,
03660 Novelda Tuesday from 10 to 14h



Tourist Info Novelda
C/ Mayor, 6
03660 Novelda (Alicante)
Horario: De 10 a 14h de lunes a sábados
Teléfono: 965609228
email: novelda@touristinfo.net



Excmo. Ayuntamiento de Novelda

Welcome



The rights and responsibilities of users of tourist services



RIGHTS OF THE PEOPLE WHO USE TOURIST SERVICES

The people who use tourist services, without prejudice to the specifications of the general legislation for the defence and protection of consumers, will have a right to:

- Receive objective, truthful and easy-to-understand information from tourist companies on the services on offer and their final price, including taxes, and be shielded from fraudulent information and advertising under the terms of the current legislation.
- Be given the documents that accredit the terms of engagement of these services.
- Receive the tourist services in the conditions offered or agreed, and in any case, be assured that the nature and quality of the service provision is directly on a par with the category of the company or tourist establishment.
- Be able to make use of accessible spaces, infrastructures and tourist services.
- e) Freely access the establishments and tourist services in the terms established under the legislation.
- Be assured that the tourist establishments comply with the regulations on the safety and fire protection of their facilities and on safety in matters related to tourism.
- Be clearly informed of any facilities or services that pose a potential risk, and of all safety measures adopted in this regard.
- Receive an invoice or proof of payment for a tourist service provided with the information required by the current legislation.
- i) Lodge complaints and claims and obtain accessible and truthful information on the procedure for lodging these complaints and claims and their processing, with the option of recurring to an extralegal system of conflict resolution through mediation and arbitration. Similarly, they have the right to expect the competent public authority to ensure maximum efficacy in the attention and processing of any complaints and claims they may have formulated.
- j) Resort to arbitration formulas for the extralegal resolution of their conflicts with economic consequences.
- k) Demand that the logos accrediting the classification of the establishment should be publicly displayed in plain sight, along with the capacity, the prices of the services and any other activity available, and the corresponding quality symbols.

OBLIGATIONS OF THE PEOPLE WHO USE TOURIST SERVICES

Individuals using tourist services, without prejudice to the specifications of the applicable sector-specific regulations, shall have the following obligations:

- To respect the traditions and social and cultural practices of the tourist destinations, and their richness and value.
- b) To respect the environment, the historic and cultural heritage and the tourist resources.
- c) To pay for the services engaged either at the time the invoice is presented, or in the agreed time, place and form. The presentation of a claim or complaint shall in no case imply exemption from payment.
- d) In the case of a tourist service for accommodation, to observe the agreed date and time for departure from the establishment by vacating the occupied accommodation unit.
- To observe the rules of respect, education, peaceful social coexistence, and standards of dress and hygiene for the proper utilisation of tourist establishments and services.
- f) To observe the facilities and amenities of the establishments and tourist companies.
- g) To observe the internal regulations of tourist establishments, the timetables and codes of conduct of visitors sites and sites for the enjoyment of tourist activities.

LAW 15/2018 of 7th June of the Regional Government of Valencia, on tourism, leisure and hospitality
(DOGV) N. Bulletin: n° 8313

