



CHARTRES GREETERS

The Charter

The Tourist Office of Chartres is looking to develop a new form of participative tourism based on volunteering, cultural exchange and free services.

To enable visitors to discover Chartres in a different way, experience its atmosphere, meet its people and understand the region and its culture through the eyes of its inhabitants, the Tourist Office of Chartres has set up "Chartres Greeters", a network of volunteers living in Chartres who are anxious to share their love of their city with visitors.

The primary purpose of these outings is cultural exchange and a search for mutual human enrichment, for tourists as much as for Greeters. **They should in no way be seen as guided tours and do not involve any sort of financial compensation.**

The role of "Chartres Greeters" is to help visitors experience the city as close to reality as possible, in a way that cannot be explained or conveyed in brochures or websites.

Art 1. Who are the Greeters?

Greeters are inhabitants of Chartres who love their city and are open to other cultures. They are of all ages and backgrounds, and offer themselves voluntarily in their free time to accompany visitors in the city and show them the places they are fond of. **Greeters are not guides.** They organise their outings according to what the visitors want, and according to their own interpretation and willingness to share their knowledge of the city and the places and atmospheres they enjoy.

They should take visitors "off the beaten track" and, as much as possible, show them alternatives to the traditional tourist sites. **They should under no circumstances take visitors on a guided tour of the city based on its architectural heritage.**

The walk themes (shopping, markets, neighbourhood life, food and drink, etc.) act as a pretext for a meeting between people. **It is the human experience, the exchange that are important** and the key reason behind the meeting. The proposed walks are accessible to all, able-bodied or disabled, and should not require any particular aptitude.

If visitors are looking for something that is more in line with the services offered by professional guides, **the Greeter should direct visitors towards these guides.**

Each Greeter, who must be at least 18 years old, must be motivated, open, sociable, available for at least half a day per month and enjoy human interaction. (Minors may accompany a Greeter on a walk). Ability to speak a foreign language is not required, but is a plus.

Greeters offer a personal, spontaneous and selfless service. **They are totally independent of the Tourist Office of Chartres and may in no case be considered under its authority.** They must not show any discrimination and must act with respect for the environment.

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www.chartres-tourisme.com



Art 2. Who are the visitors?

The visitors may be families, groups of friends, couples, people on their own on a business trip, etc. The number of people on a walk with a Greeter may not exceed 6, with at least one person aged over 18. As Greeters are acting voluntarily and giving up their free time for something they love, visitors should, out of courtesy, contact the Greeter as soon as possible if they wish to cancel the visit.

Art 3. How does the Tourist Office put visitors in contact with Greeters?

The Tourist Office's role is limited to putting visitors and Greeters in touch with each other via its website: www.chartres-greeters.com.

To meet a Greeter, each visitor or group of visitors fills in an online questionnaire at least 15 days and up to 3 weeks before the meeting date in which they define their tastes (arts, environment, sport, etc.) and what they would like to see during their stay, for example: immerse themselves in the life of a particular neighbourhood, get to know the city's parks and gardens, good places for shopping, etc.

Visitors can select topics and choose a Greeter according to their interests and the Greeter's profile.

The registration form will be sent directly to the Greeter selected by the visitor and the Tourist Office for a global visibility of incoming requests.

The Greeter and visitor will agree together on the terms of the outing (meeting place and time).

If the Greeter solicited does not respond within 48 hours, the Tourist Office will inform the visitor of the inability to respond to his or her request and propose another Greeter according to each person's availability.

The Tourist Office cannot be held responsible from any inconvenience that may result from this inability or any cancellation of a scheduled outing, resulting from the sudden unavailability of the Greeter.

After the outing, the Greeter agrees to return the follow-up form to the Tourist Office of Chartres.

In addition, visitors will be able to leave comments about the greeter and his or her outing on the Chartres-Greeters website.

Art 4. A few details about the outing

Each outing is unique; it is "tailor-made" according to the visitor's request, the Greeter and other factors such as the weather, how the visitor and the Greeter get on together, the languages spoken, etc.

The Greeter may welcome the visitor(s) alone or with a person of his/her choice, depending on the visitors. For example, if the visitors are a family, the Greeter may wish to walk with his/her own family or one of his/her children.

The outing should last approximately two hours, but may be shorter or longer according to what the Greeter and the visitor(s) agree on.

All car rides are at the Greeter's and visitor's own risk. We strongly advise against them and suggest using public transport instead, which is more in line with a sustainable tourism ethic.



If any expenditure is incurred (food and drink, public transport tickets, entry tickets, etc.) each person pays his or her own expenses. The Greeter is under no obligation to pay for the visitor(s) or vice-versa.

Meeting a Greeter is totally free for the visitor; the Greeter should not accept any form of tip, payment or compensation in kind.

Visitors are made aware of the rules of the program and undertake to abide by them. If they fail to do so (considerable lateness for no reason, lack of respect, lack of interest in the walk, etc.), the Greeter is released from his/her commitment. Visitors are not under the responsibility of the Tourist Office of Chartres or under the authority of the Greeter, but should conform to a group "discipline" to avoid any incidents that might cause harm to others. Similarly, Greeters agree that they will not act as intermediaries for any commercial or business operations for visitors.

Art 5. Responsibilities

The visitor acknowledges that he/she is aware of the free nature of the meeting and shall not hold the Tourist Office or the Greeter responsible for any failure or complaint.

He/she is therefore fully aware of the fact that he/she is not subscribing to a commercial offer and is not receiving any services from the Tourist Office of Chartres.

Car rides are under the responsibility of either the Greeter or visitor. Therefore, it is strongly advised to use public transportation; this approach is more in line with sustainable tourism standards.

The meeting between the visitor and the Greeter is in the area of privacy covered by the civil responsibilities of each party.

The Greeter is a volunteer. He/she depends neither legally nor financially on the Tourist Office, which cannot be held responsible for his/her actions or words.

In case of non-compliance with the commitments of this charter, the Tourist Office reserves the right to exclude a Greeter from the network.

Art. 6 Commitments

The Tourist Office of Chartres is committed to:

- managing its "Charter-Greeters" website;
- promoting the network via its communication tools;
- network with the France Greeters Federation and the Global Greeter Network;
- monitor the relationship between Greeters and visitors at the time of their request;
- inform the Greeter of potential remarks made by the visitor;
- ensure compliance with the "Greeter philosophy" in order not to compete with the professional tour guides.

The Greeter promises to:

- respect the values of the "Greeter" concept defined in the preamble;
- copy the Tourist Office in on e-mails with visitors when planning the outing;
- respect the information of his/her individual profile on the website;
- keep the Tourist Office informed of his/her unavailability;
- agree to give his/her phone number to visitors once the date of the outing is scheduled
- keep the Tourist Office informed of any incident during the outing.

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