



# GRENOBLE GREETERS' CHARTER

## WHAT IS A GREETER?

Greeters are locals who love their city or its surroundings and who are keen on sharing this passion with visitors. They may know many hidden gems in the city and can tell countless anecdotes about it. They are by no means a professional Tour Guide (A Professional Tour Guide talks about THE city while A Greeter talks about THEIR city). This is a volunteer position and the walks are a pretext for interaction and sharing with new people who are curious to discover a different side of Grenoble. The walks may be built around a theme such as urban tips, nightlife, or photography. This program is coordinated by the Office of Tourism in Grenoble, however the Greeters are not formally employed by the Office. In fact, it is possible for a Greeter to refuse a walk (before agreement with the visitor) or to withdraw themselves from the network.

### TYPICAL PROFILE

- Over 18 years old
- All nationalities welcome
- Volunteer**
- Open-minded and sociable
- Ideally bilingual
- Available at least 2 hours per month
- Not being a tourism professional nor a cultural mediator

## WHO ARE THE VISITORS?

Greeters is a program aimed primarily international and/or French tourists who are visiting the region. However, it may also serve new comers who have recently relocated to Grenoble. The Visitors may be a family, a group of friends, or colleagues. Groups should be between one and six persons in order to allow for a convivial atmosphere. At least one of the Visitors in the group must be at least 18 years old.

## HOW DO THEY MEET?

### BEFORE THE MEETING

- The visitors fill out a form available on the official website [www.grenoblegreeters.online.fr](http://www.grenoblegreeters.online.fr) at least one week before the walk. The form will ask how many people are in the group and what are their interests.
- Then, the Office of Tourism in Grenoble is responsible for finding a Greeter who matches the visitors' profiles (as far as it is possible).
- The Office of Tourism will connect the Greeter with the visitors by email, so they can find a meeting time.

### DURING THE MEETING

- Each walk is unique and will last at least 2 hours (the walk may last longer if the Greeter and the visitors both agree).
- If any expenses are incurred during the walk, each person pays for their own expenditures. Neither group should feel obligated to pay for the other (transportation tickets, drinks, entrance fees, etc....).
- The Greeter may not accept tips nor monetary rewards for the organization of the walks.

## AFTER THE MEETING

- The Office of Tourism in Grenoble will send a satisfaction questionnaire to the Greeter and to the visitors by email to verify that the walk was a success and to improve the program for future users.

## RESPONSABILITIES

Involved party	Commits to...
Office of Tourism in Grenoble	<ul style="list-style-type: none"><li><input type="checkbox"/> Ensure the promotion of the Grenoble Greeter's network</li><li><input type="checkbox"/> Ensure the animation within the network of Greeters by offering a variety of events throughout the year</li><li><input type="checkbox"/> Ensure the connection between the Greeter and the visitors</li><li><input type="checkbox"/> Send to the Greeter and the visitors a satisfaction survey and inform the Greeter in case of constructive critical remarks</li></ul>
<b>The Greeter</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Approve this charter by signing and respecting it</li><li><input type="checkbox"/> Host visitors as a Greeter only when requests are received through the Tourism Office</li><li><input type="checkbox"/> Accept to communicate their phone number or email to the visitors once a walk is agreed upon</li><li><input type="checkbox"/> Lead the walk within public areas</li><li><input type="checkbox"/> Notify the Office of Tourism immediately if any incident occurs during the walk</li><li><input type="checkbox"/> If visitors arrive extremely late, or show disrespect, the Greeter is freed from their commitment</li></ul>
<b>The visitors</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> In case of unforeseen circumstances, visitors are asked to cancel a walk at least 2 days before</li><li><input type="checkbox"/> Acknowledge that the Office of Tourism will do everything to arrange a Greeter according to your preferences, but it may not always be possible to accommodate</li><li><input type="checkbox"/> Be aware that the Office of Tourism and the Greeter cannot be held responsible in case of fault outside of their control.</li></ul>

The Greeter does not depend legally on the Office of Tourism in Grenoble. This office cannot be held responsible for the Greeters acts or words. However, in case of disrespect of this Charter, the Office of Tourism in Grenoble reserves its right to remove the Greeter from the network.

**Signature :**