



OFFICE DE TOURISME DE SELESTAT

## CHARTRE DES GREETERS de SELESTAT

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### GREETERS CHARTER

The *Office de Tourisme de Sélestat* (OTS) has been working for years for the tourist development of the territory. In the framework of its quality policy, it aims to reinforce projects and communication related with the local population. In the same manner as the greeter-networks developed in some cities around the world, the OTS wants to offer the possibility to the visitors and tourist to discover Sélestat in a new way, based on voluntary & free contribution, cultural exchange and sharing.

And is there a better way than letting the visitors discover Sélestat accompanied by one of the town's inhabitants who have a different, convivial and personal manner of dealing with the region? The Greeters of Sélestat Alsace must allow the visitors to "experience the town" in its daily reality, closer than any website or explanation document could ever do.

#### **Art 1. Who are the Greeters?**

The Greeters of Sélestat Alsace, inhabitants of Sélestat or its surroundings, are passionate persons who like to meet people to share their knowledge and passion. They are open-minded and ready to welcome other cultures and all ages and origins. They offer their help on a voluntary basis, during their free-time, in order to accompany visitors through the town, in unusual or more common places, depending on their tastes and desires. The Greeters have to be motivated, sociable and available at least 2 hours per month. Speaking a foreign tongue is not obligatory, but it would be helpful to meet foreign visitors. They have to be over 18 years of age. The Greeter can end his contract by informing the OTS in **written form** as soon as possible. The OTS can end its collaboration with the greeter after previous discussion and then via mail.

A Greeter is not a professional guide and does not mean to compete with them. He lets the visitors discover his region in a unique, authentic and convivial manner, without providing a guided tour. The greeter shares his knowledge of the town according to the visitors' demands. The themes of the strolls are varied and can concern art, culture, nature, sports, gastronomy, shopping... They are the starting point of the meeting, but what counts more is the human experience, the cultural exchange and the passing on of a passion.

## **Art 2. Who are the visitors?**

The Greeters of Sélestat are intended for every kind of audience, be it families, friends, a couple, single persons staying for a holiday or a business trip in Alsace or even natives of the region. The number of persons for a stroll with a greeter cannot exceed 6 persons, and the group must include at least one adult (over 18 years).

## **Art 3. How does the OTS connect the visitors and the greeters?**

To benefit from the services of a greeter, the visitors have to fill in an online form on the website [www.greeters-selestat.com](http://www.greeters-selestat.com), or a paper form available at the OTS, in which they indicate the composition of the group, their demands, their tastes and what they would like to discover during their stay, as for example to immerse in the daily life of a specific district, get to know the parks and gardens of the town, go over the best shops in town, do some cycling... They can select the themes in which they are interested, or the greeter with the most attracting profile for their tastes.

This form allows the OTS to find an available greeter who can share and inform the visitors at best on the corresponding subjects.

Afterwards, the Greeter fixes a date for the meeting, which is communicated to the visitors by the OTS. The meeting-place is chosen according to the chosen stroll and theme and must be easy to find. To make the contact easier, the visitors' form will be handed over to the greeter before the date of the meeting. The mobile phone number of the visitor will be given to the greeter, and vice versa.

## **Art 4. Additional information...**

Each stroll is unique, « custom-made » depending on the demands of the visitor, on the greeter, on other criteria like the weather, the complicity between visitor and greeter...

The Greeter can welcome the visitors alone or with a person of his choice, depending on the welcomed visitors. For example, if the visitors are a family, the stroll can be done with the greeter's family, or with one of his children.

The meeting lasts for two hours, but can last longer if the greeter and visitors want it to.

Should there be any expenses (drinks in a bar, public transport tickets, admission tickets, etc...), each person will have to pay for its own. The greeter has no obligation to pay for the visitors and vice-versa.

The visitors know the rules and commit to respect them. On the contrary (unjustified late arrival at the meeting, disrespectful attitude, lack of interest for the stroll...), the greeter is freed from his commitment and informs the OTS immediately.

Meeting a greeter is entirely free of charge; the greeter must not accept any kind of tip or remuneration.