

STUNNING SAINT-NAZAIRE GREETERS' CHARTER

This charter describes the reciprocal commitment between Saint-Nazaire Agglomération Tourisme and the Greeters, in favour of welcoming visitors during a Greeters walk.

THE CONCEPT OF SAINT-NAZAIRE GREETERS

The Tourist Office of Saint-Nazaire's conurbation is the local organisation that coordinates the Greeters network.

It offers residents the opportunity to become ambassadors for their territory by participating in welcoming visitors and sharing their local culture, places and experiences with them.

The Tourist Office is the intermediary between visitors and Greeters.

THE GREETERS

Greeters are passionate residents who want to meet visitors and tourists and share their knowledge and passion with them.

Greeters are people **open to other cultures, of all ages and backgrounds**. They voluntarily offer, **during their free time**, to go with tourists to their city, town, village or region, in places that can be unusual or more common, according to everyone's tastes and desires.

Greeters must be motivated, open, sociable, available and enjoy human contact. Speaking a foreign language is not mandatory but can be an advantage when meeting foreign tourists. **You must be over 18 years old**, but minors can come with a Greeter on his visit.

A Greeter is not a guide, he helps discovering his region in a unique, authentic and friendly way, on a walk or a stroll, which is not a guided tour.

The themes of the walk are very diverse and can concern art, culture, water activities, nature, sport, gastronomy, shopping or any other topic. Walks are supports for encounters, cultural exchange, search for mutual and reciprocal human enrichment. Greeters share and exchange with visitors about their favourite places, their passions, their daily lives. The proposed walks have nothing in common with professional guided tours. The Greeters carry out a personal, spontaneous and selfless process.

The Greeters introduce visitors to their city according to their requests, which makes **each walk unique, authentic, free and above all friendly.**

Being a Greeter **in Saint-Nazaire and its conurbation** requires you to:

- ✓ Be an ambassador for your city and/or territory,
- ✓ Know your entire city and/or territory while having your favourite places,
- ✓ Bring your experience as a resident, share your good tips,
- ✓ Have a caring look at your day guests.

THE VISITORS

People who wish to meet a Greeter are visitors staying in Saint-Nazaire and/or in its conurbation, and who want to discover the territory, off the beaten track and through a different perspective, with the help of the inhabitants.

Greeters are aimed at all audiences: individuals, families, groups of friends, couples, local people, tourists or business travelers. They welcome everyone without any discrimination. However, **the group of visitors may not exceed 6 people at a time and must be composed of at least one adult (over 18 years old).**

THE FUNDAMENTAL VALUES OF GREETERS

Statutorily, “Fédération France Greeters” follows the fundamental values set up and managed by the Global Greeter Network (GGN) at the international level:

- ✓ Greeters are volunteers, they are a friendly face for the visitor(s),
- ✓ Greeters welcome individuals and groups up to 6 people,
- ✓ The meeting with a Greeter is completely free of charge,
- ✓ Greeters welcome all people, visitors and volunteers, without any discrimination.
- ✓ Greeters' networks are part of a sustainable tourism approach that respects the environment and people. They contribute to the cultural and economic enrichment of local communities and contribute to the positive image of the destination,
- ✓ Greeters' networks promote mutual enrichment and cultural exchanges between individuals for a better world.

More generally, Greeters' networks are part of a sustainable tourism approach that respects the environment and people. They contribute to the cultural and economic enrichment of local communities and contribute to the positive image of the destination. The Greeter therefore undertakes to not make any speeches aimed at conveying a religious or political message.

THE MEETING

Each tour is unique and "tailor-made" according to the visitor's request, the Greeter's proposal and other factors such as the weather. The Greeter can meet the visitor(s) alone or with a person of its choice, depending on the visitors he's welcoming. The meeting lasts about two to three hours but could be longer if the Greeter and the visitors agree to it.

If any money is spent (consumption in a café, public transport ticket, entry to a place, etc...), every person will pay for its own share. The Greeters has no obligation to pay for its visitors, and vice versa.

Meeting a Greeter is completely free for a visitor, the Greeter can not accept any tip or remuneration for himself. On the other hand, every Greeters organisation is free to encourage donations to the association "Fédération France Greeters".

Mostly for insurance purposes, trips in cars are not recommended, walks and bicycle trips should be considered first.

Establishment of a contact

People who wish to meet a Greeter must make their request at least 15 days prior to their arrival by filling an online form on saint-nazaire.greeters.fr (this website will be activated in June 2019). Greeters available and most likely to share and inform visitors about the chosen theme will be contacted via this formular.

RESPONSIBILITIES

The visitor acknowledges that he took note that the meeting is free, and that he can't engage neither the Greeters organisation's nor the volunteer's responsibility in case of any problem or litigation. The walks are under the responsibility of every participant. Saint-Nazaire Greeters organisation cannot be held liable or responsible in case of an accident or incident that might happen during a walk.

France Greeters label

The label "France Greeters MD" is the property of "Fédération France Greeters", which delegates its enjoyment to its members.

ENGAGEMENT

The Tourist Office of Saint-Nazaire is the intermediary between visitors and Greeters, and it commits to:

- Insure the activity of the Greeters network,
- Manage the establishment of a contact between visitors and Greeters,
- Insure the promotion of the network via its communication tools,
- Guarantee the respect of the "Greeters philosophy" to not compete with the activity of professional tour guides,
- Inform the Greeter of potential remarks done by the visitor.

The Greeter commits to:

- Respect the values of the “Greeters philosophy” explained in this charter,
- Keep the Tourist Office informed of eventual periods of unavailability
- Accept that his/her phone number is given to visitors once the meeting date is settled
- Keep the Tourist Office informed of any incident that might happen during the walk
- Transfer his image rights to Saint-Nazaire Agglomération Tourisme and its collaborators for every kind of media (picture, movie, recording) on which he could appear, in a purpose of valorization and promotion of the Greeters community. This transfer of rights is valid on printed and numeric supports, in France and around the world.

Your contact at the Tourist Office of Saint-Nazaire: Elsa Gautron

Name and first name of the Greeter:

“Read and approved”

Signature