



THE NICE GREETERS CHARTER

The Nice Convention and Visitors Bureau is looking to develop a new form of participative tourism based on voluntary involvement, cultural exchange and free services.

To enable visitors to discover Nice in a different way, absorb its atmosphere, meet its population and understand the region and its culture through the eyes of its inhabitants, the Nice Convention and Visitors Bureau has set up the "Nice Greeters", a network of volunteers living in Nice who are keen to share their love of their city with visitors.

The primary aim of these walks 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.

Art 1. Who are the Greeters?

The Greeters are inhabitants of Nice who love their city and are open to other cultures; they are of all ages and horizons, 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 walks according to what the visitors want, and also according to their own interpretation and their willingness to share their own knowledge of the city and the places and atmospheres that they enjoy. They should take visitors "off the beaten track" and, as far as possible, show them alternatives to the traditional tourist sites. They should in no circumstances be 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 contact. (Minors may accompany a Greeter on a walk). Ability to speak a foreign language is not compulsory but is a bonus.

Greeters are offering a personal, spontaneous and selfless service. They are totally independent of the Nice Convention and Visitors Bureau and may in no circumstances be considered as being under its authority. They must not show any discrimination and must act with respect for the environment.

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 Visitors Bureau put visitors in contact with Greeters?

The **Visitors Bureau's** role is limited to putting visitors and Greeters in touch with each other via its website.

To meet a Greeter, each visitor or group of visitors fills in an online questionnaire at least 7 days and no more than 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.

The questionnaire enables the Visitors Bureau to contact an available Greeter who is best suited to the request.

The Greeter then suggests a meeting-place, which the Visitors Bureau passes on to the visitor or group of visitors. The meeting-place should be chosen according to the type of walk.

The registration form filled in by the visitor(s) will be passed on to the Greeter before the meeting date so that he/she can learn something about who they are meeting.

At the end of the walk, the Greeter agrees to return the follow-up form to the Nice Convention and Visitors Bureau.

Art 4. A few details about the outing

Each outing is unique; it is "tailor-made" to fit in with the visitor's request, the Greeter who is looking after the visitor 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 walk should last approximately two hours, but may be shorter or longer according to what the Greeter and the visitor(s) agree on.

All car journeys are at the Greeter's and visitor's own risk. We would 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 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 scheme 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 or 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 pressure placed on visitors.

Art 5. Responsibilities

The Visitor acknowledges that he/she is aware of the free nature of the meeting and that he/she has entered voluntarily into the arrangement. 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 on the part of the Nice Convention and Visitors Bureau or the Greeter.

The role of the Nice Convention and Visitors Bureau or the Greeter is simply to put visitors in contact with Greeters, in accordance with both parties’ wishes and expectations. This implies that the meeting between the visitor and the Greeter should be considered to fall into the domain of private life and is therefore covered by each party’s public liability insurance.

For its part, the Nice Convention and Visitors Bureau may not in no circumstances be held liable for any incident that may occur during visits of which it is not the initiator and in which it does not participate. The Visitor therefore acknowledges that he/she may not hold the Nice Convention and Visitors Bureau and/or the Greeter liable, except in cases of proven misconduct directly related to his-her prejudice.

Art. 6 Acceptance of the Charter guidelines

Visitors’ and Greeters’ participation in the “Nice Greeters” concept implies the full and entire acceptance on their part of the guidelines set out in this Charter, which everyone has had a prior opportunity to read and, having read it, has undertaken to abide by it.

