

# CHARTE LYONCITYGREETER



Lyon Tourist & Convention Bureau wants to develop a new form of tourism, and in particular, a new welcoming policy based on voluntary participation, cultural exchanges and free services.

Lyon Tourist & Convention Bureau launches the Lyon City Greeters. This service is made up of locals who want to spend time with visitors and share a part of their lives with them so that they can see the city in a different way, feel its atmosphere, meet its population and understand the territory.

The main objective of this service is the cultural exchange, for the Visitors and Greeters.

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

The Lyon City Greeters are locals from Lyon and its surroundings who are: in love with their city and its region; open to other cultures; from all ages and backgrounds; and offer to welcome visitors and spend time with them, walking across the city, showing them places they particularly like.

The Lyon City Greeter shares his city according to what the visitor wants to see, but these walks must be organized off the beaten-tracks. They must not be professional guided tours based on heritage, culture or architecture.

Walking themes such as shopping, outdoor and indoor markets, neighborhoods, sports...only serve as support to the meeting. The experience of life and the cultural exchange are the objectives of the meeting.

Every Greeter must be motivated, open-minded, sociable and available at least half a day a month, and must like meeting people. Being fluent in another language is not compulsory, however they must be over 18 (though Greeters may be accompanied by children under 18 during the walk).

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

Visitors can come with friends, family, or alone; for business or holidays...

The Lyon City Greeters can welcome up to 6 people, not more, and there must be at least one person over 18.

### **Art 3. How are Greeters and Visitors matched by the Lyon Tourist and Convention Bureau?**

Every visitor must complete a form online in order to be matched with a Greeter by the Lyon Tourist & Convention Bureau according to their areas of interest (arts, environment, sports...) and what they want to discover during their stay (neighborhood, city gardens, good stores...).

The information from the online form helps the Lyon Tourist & Convention Bureau find a suitable Greeter available and ready to share his passions with the Visitors.

The Lyon City Greeter organizes an appointment, which the Tourist Office will communicate to the Visitors. The meeting point will be chosen according to the area where the walk will take place and will be easy to find.

The Visitor application form will be sent to the Greeter before the meeting, in order to help him organize and adapt the walk to the Visitor.

### **Art 4. About the walk...**

Every walk is organized in a unique way according to factors such as: what the Visitors would like to do; to the Greeter who will be welcoming; to the weather; and to the Greeters and Visitors relationship.

The Lyon City Greeter can welcome Visitors with a family member, according to the visitor's situation. For instance, if visitors are coming with friends or family, the Lyon City Greeter can ask a relative to join them.

The walk lasts around 2 hours, but can last longer if both the Visitor and the Greeter agree.

If there are any monetary costs involved during the walk (for coffee, bus tickets, etc...), both the Visitor and Greeter pay for their own expenses. The Lyon City Greeter is not obligated to pay for the Visitor expenditures.

Visitors are aware of the rules and objectives of the service and agree with them. If they don't and are late, disrespectful, and show no interest for the walk, the Lyon City Greeter is free to discontinue the walk and leave.

The meeting with a Lyon City Greeter is free of charge for the Visitors; the Lyon City Greeter must not accept gratuities.

### **Art 5. Responsibilities.**

The Visitor agrees with the terms of this charter and discharges the Lyon Tourist & Convention Bureau and the Lyon City Greeters from any liability in the case of a dispute that would not be caused by either of them.

