



FOREWORD



GENERAL PROVISIONS



PROFESSION-SPECIFIC FORM





FOREWORD

THIS NEW **WELCOME TO CANNES** CHARTER IS INSPIRED BY THAT DEVELOPED A LITTLE OVER A DECADE AGO AND IS THE RESULT OF THE SAME APPROACH, AIMING TO PROMOTE THE DESTINATION AND THE EXCELLENT PRACTICES OF ITS PROFESSIONALS. THE GOALS OF THIS NEW EXERCISE CONSIST, IN PARTICULAR, OF SIMPLIFYING THE MATTERS AND ISSUES ADDRESSED, IN ORDER TO CREATE AN OPERATIONAL AND CONCISE TOOL, WHILE UPDATING IT TO INCLUDE CRITERIA RELATED TO SUSTAINABLE DEVELOPMENT.

This document is therefore the result of reflection on how to optimise the previous version and has been subject to discussions with the city's professionals prior to its drafting. It seeks to bring said professionals together around renewed, common commitments, demonstrating the importance of quality criteria for the destination's tourist welcome, while developing those regarding sustainable development and environmental conservation.

To achieve these goals, operational tools such as guides and manuals will be made available to professionals in order to help implement specific actions, while allowing them to evaluate their impact and continually improve their practices. In this regard, customers will be able to respond to a questionnaire accessible after scanning a QR code made available by the professionals, which will help to feed this information directly back to the Tourist Office, as well as to professional trade unions, when affiliated.

The professionals signing this charter undertake to implement these goals, aiming to welcome tourists and customers in a sustainable way, while continuing to promote the destination and supporting environmental conservation and social inclusion within the territory, via the Cannes Foundation. Joining the **Welcome to Cannes** initiative also means highlighting their efforts in this regard.

Signature date

MAYOR'S SIGNATURE

David Lisnard

Mayor of Cannes

President of the Cannes Lérins Urban Community

President of the Association of Mayors of France

WELCOME TO CANNES

General Provisions



PROFESSIONALISM
Service quality



TRUST
Transparency and
predictability of prices



RESPECT
Respect for
applicable regulations



SUSTAINABILITY
Commitment to a
sustainable and more
inclusive territory



HIGH STANDARDS
Traceability



OPTIMISATION
Continually improving
service quality



EXPERIENCE
Promoting the destination



LISTENING
Seeking customer opinions



PRIDE
Forming part of the jewel
of Cannes

PROFESSIONALISM

Service quality



- **Welcome:** Staff must welcome their customers with professionalism, courtesy and friendliness upon their arrival, treating them with kindness, a smile and attention. Staff are easily identifiable and capable of speaking a foreign language, with English at minimum. Furthermore, the security of customers and their belongings must be ensured.
- **Cleanliness:** The establishment and communal spaces must be clean and well maintained. Staff must ensure cleanliness at all times.
- **Privacy:** The professional must respect customers' privacy.

TRUST

Transparency and predictability of prices



- **Transparency and predictability of prices:** The professional must not implement abusive or deceptive prices; they must ensure transparent and predictable prices all year round with clear signage inside and out, in respect for applicable regulations regarding price fixing.
- **Respect for legal obligations:** The professional must respect the applicable legal obligations regarding prices, taxes and rates.
- **Fraud prevention:** The professional must take measures to avoid fraud and in particular must ensure that the PCI DSS card-payment industry standard is applied.
- **Commitment:** The professional undertakes to maintain partnerships with the organisers of conferences and other Cannes institutional events.

RESPECT

Respect for applicable regulations



- **Respect for regulations:** The professional must respect all legal requirements governing their activity.
- **Respect for safety best practices:** The professional must respect the safety best practices applicable to their sector, particularly with regard to the SDIS06's formalities.
- **Tax compliance:** The professional must respect applicable tax obligations, in particular with regard to the declaration of income, VAT payment and billing.
- **Respect for consumer rights:** The professional must respect applicable consumer rights, ensuring the quality of products and services offered, by providing clear and precise information regarding products and prices, and offering satisfactory solutions in case of complaint.
- **Respect for sustainable-development regulations and legal requirements:** The professional must respect the applicable sustainable-development regulations, specified herein under "Sustainability".
- **Authorisations and permits:** The professional must hold all authorisations and licences necessary to exercise their activity, such as alcohol licences, terrace authorisations or compliance certificates.

SUSTAINABILITY

Commitment to a sustainable and more inclusive territory



- **Commitment to a zero-plastic approach:** The professional undertakes to align with the City of Cannes' "Zero Plastic" Plan and, as such, to no longer use single-use plastic where alternatives are available, while favouring solutions with compostable packaging.
- **Commitment to the "Anti-social-behaviour plan":** The professional commits to the principles of the City of Cannes' "anti-social-behaviour" plan, in particular those against noise disturbances and littering with cigarette butts, by providing ashtrays or offering pocket ashtrays. They undertake to pick and up and correctly dispose of all cigarette butts present on their activity site.
- **Water and energy savings:** The professional undertakes to implement measures to reduce the environmental impact of their activity, in particular by reducing their water and energy consumption (LED lighting, motion detectors, installation of water-consumption reduction devices, aerators, optimisation of heating/air-conditioning use), while using environmentally friendly cleaning products and taking care not to spill harmful products in the streets.
- **Waste management:** The professional undertakes to limit the production of waste at the source and to fight against food waste: they will sort waste with a view to recycling, donate or sell at reduced cost any unsold products and appropriately manage biowaste. The Cannes Pays de Lérins Urban Community can provide support to implement these actions in compliance with the laws on biowaste and food waste.
- **Employee awareness-raising:** The professional undertakes to make their employees aware of environmental protection and the importance of sustainable development by providing them with adequate information and suggesting environmentally friendly practices.
- **Collaboration with stakeholders:** The professional undertakes to collaborate with stakeholders, including customers, employees, suppliers, regulatory authorities and local associations, in order to privilege effective and innovative sustainable-development practices.
- **Commitment to the Cannes Foundation:** The professional may contribute via "round ups" to support the Cannes Foundation or the Cannes Endowment Fund, which supports local initiatives, contributing to environmental protection and social inclusion.

HIGH STANDARDS

Traceability



- **Document storage:** The professional undertakes to retain the documents necessary for their activity, such as those regarding the origin of products made available for sale, for a period of 5 years. This storage makes it possible to guarantee product traceability and ensure transparency for customers. It also makes it possible to respect applicable regulations regarding consumer protection and fraud.

OPTIMISATION

Continually improving service quality



- **Customer satisfaction:** The professional undertakes to regularly measure customer satisfaction using the satisfaction questionnaire made available via QR code, in order to identify strengths and areas for improvement.
- **Complaint management:** The customer feedback obtained thanks to the QR-code satisfaction questionnaire is automatically transmitted to the Tourist Office and any relevant trade unions. For non-affiliated professionals, the Tourist Office will carry out this process. In case of numerous complaints regarding a single Cannes establishment, and despite a dialogue initiated with the establishment's management, the City reserves the right to contact/refer the case to the DGCCRF, the DDPP, the DDETSPP, the DGE, the MTV and the MCCA if necessary. Finally, if necessary, the trade unions and Tourist Office will advise members on the corrective measures to be taken.
- **Training:** The professional undertakes to provide their employees – whether full-time or seasonal – with the necessary training to improve their skills, efficiency and capacity to offer a quality service, and to build loyalty.
- **Equipment maintenance:** The professional undertakes to ensure that all their equipment and facilities are regularly maintained and operating correctly, in order to ensure the quality of the service. The professional undertakes to maintain the property and ensure a level of excellence.

EXPERIENCE

Promoting the destination



- **Respect for Cannes' image:** The professional undertakes to positively promote Cannes' image, highlighting its tourist and cultural assets.
- **Information about local attractions:** The professional undertakes to promote the Tourist Office's offers, to highlight the various events in the city and to offer suggestions to customers visiting the destination.
- **Provision of tourist information:** The professional undertakes to offer visitors tourist-information on the destination, for example maps, guides, brochures, advice and information on parking facilities, etc. to help them discover the destination.

LISTENING

Seeking customer opinions



- **Response to online reviews:** The professional undertakes to respond to online reviews, whether positive or negative, offering solutions for any problems encountered.
- **WELCOME TO CANNES questionnaire:** The professional undertakes to display the WELCOME TO CANNES satisfaction-questionnaire QR code and to inform customers of its existence.

PRIDE

Forming part of the jewel of Cannes



WELCOME TO CANNES Hotel Form



PROFESSIONALISM
Service quality



TRUST
Transparency and
predictability of prices



RESPECT
Respect for
applicable regulations



SUSTAINABILITY
Commitment to a
sustainable and more
inclusive territory



HIGH STANDARDS
Traceability



PRIDE
Forming part of the jewel
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WELCOME TO CANNES

Hotel Form



PROFESSIONALISM

Service quality

- **Personalisation:** The hotel-manager can offer personalised services according to customer needs and preferences and provide tourist advice regarding the destination.
- **Security:** The hotel must have a security system: locked hotel door or presence of night watchman to guarantee the security of customers and their belongings.
- **Catering service:** Hotel-owners with catering services shall refer to the "Restaurant Form".



TRUST

Transparency and predictability of prices

- **Transparency and predictability of prices:** The hotel-owner undertakes to clearly and precisely display service prices and information in an easily accessible way, including taxes and any additional fees, inside and outside of the establishment, while respecting the applicable regulations regarding price fixing (excl. OTAs).
- **Commitment:** The hotel-owner undertakes to maintain partnerships with the organisers of conferences and other Cannes institutional events.
- **Vigilance:** The hotel-owner undertakes to collaborate with the organisers of conferences and events to fight any form of parasitism.



RESPECT

Respect for applicable regulations

- **Respect for the Labour Code:** The hotel-owner must respect the Labour Code, ensuring decent working conditions for its staff by respecting the legal obligations regarding pay, paid leave and working hours.
- **Respect for hygiene best practices:** The hotel-owner must respect health and safety best practices applicable to its sector, particularly with regard to the management of waste, the quality of water and air, and the cleanliness of premises, etc.
- **Respect for food-safety best practices:** If the hotel-owner offers a catering service, it must respect the applicable food-safety best practices, particularly with regard to storage, preparation, conservation and presentation of food, applying the FIFO method.
- **Respect for customer-accommodation laws:** The hotel-owner must respect applicable laws, particularly with regard to the verification of customer identity, and the collection and storage of personal data (GDPR).
- **Authorisations and permits:** The hotel-owner must hold all authorisations and licences required to exercise its activity, such as alcohol licences, terrace licences or compliance certificates.



SUSTAINABILITY

Commitment to a sustainable and more inclusive territory

- **Selection of local suppliers:** If the hotel-owner offers a catering or breakfast service, it undertakes to favour local suppliers in order to reduce greenhouse-gas emissions linked to transport and to support the local economy.
- **Reducing food waste:** If the hotel-owner offers a catering or breakfast service, it undertakes to implement practices to reduce food waste, such as the creation of menus based on seasonal products, effective stock management, the provision of Gourmet bags, the donation or sale at reduced prices of any leftovers and, finally, the implementation of composting for leftovers that cannot be distributed.
- **Environment:** The hotel-owner undertakes to respect the applicable environmental regulatory requirements, ensuring the management and sorting of waste, reducing water and energy consumption and using eco-friendly cleaning products.
- **Promotion of sustainable tourism:** The hotel-owner undertakes to promote sustainable tourism to its customers, encouraging them to use public transport or green modes of transport.

To consult applicable regulations:
<https://www.cci.fr/ressources/developpement-durable/reglementation-environnementale>



HIGH STANDARDS

Traceability

- **Ingredient traceability:** If the hotel-owner offers a catering or breakfast service, it must be able to trace the ingredients used to prepare meals and ensure that their origin is clearly identified.
- **Food quality and safety:** The hotel-owner undertakes to ensure that foods served are of good quality and that they respect the applicable food-safety best practices.
- **Transparency:** The hotel-owner must not deceive its customers concerning the origin of food products used and the measures taken to ensure their traceability, the origin of foods, organic certification, etc.



PRIDE

Forming part of the jewel of Cannes

Signature date

REPRESENTATIVE'S SIGNATURE

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cannes-france.com

WELCOME TO CANNES

Restaurant Form



PROFESSIONALISM
Service quality



TRUST
Transparency and
predictability of prices



RESPECT
Respect for
applicable regulations



SUSTAINABILITY
Commitment to a
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HIGH STANDARDS
Traceability



PRIDE
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WELCOME TO CANNES

Restaurant Form



PROFESSIONALISM

Service quality

- **Order taking:** The restaurateur undertakes to ensure effective and precise order-taking in order to guarantee customer satisfaction. The menu must be provided in several languages. It undertakes not to condition access to its establishment based on a minimum consumption.
- **Service:** The restaurateur undertakes to ensure the quality of service in the restaurant and on the terrace, offering particular attention to the presentation of dishes, the quality of meals and the service of drinks, with warm, smiling, friendly and easily identifiable staff.
- **Service speed:** The restaurateur undertakes to serve dishes within a reasonable time-frame to guarantee customer satisfaction.



TRUST

Transparency and predictability of prices

- **Transparency and predictability of prices:** The restaurateur must clearly display the price of dishes, drinks and set menus, inside and outside of the establishment, and ensure that they are easily legible by customers before placing their order.
- **Commitment:** The restaurateur undertakes to maintain partnerships with the organisers of conferences and other Cannes institutional events.
- **Vigilance:** The restaurateur undertakes to collaborate with the organisers of conferences and events to fight any form of parasitism.



RESPECT

Respect for applicable regulations

- **Respect for the Labour Code:** The restaurateur must respect the Labour Code, ensuring decent working conditions for its staff by respecting the legal obligations regarding pay, paid leave and working hours.
- **Respect for hygiene best practices:** The restaurateur must respect health and safety best practices applicable to its sector, particularly with regard to the management of waste, the quality of water and air, and the cleanliness of premises, etc.
- **Respect for food-safety best practices:** The restaurateur must respect these standards, particularly in terms of storage, preparation, conservation and presentation of foods, applying the FIFO method.
- **Authorisations and permits:** The restaurateur must hold all authorisations and licences necessary to exercise its activity, such as alcohol licences, terrace authorisations or compliance certificates.



SUSTAINABILITY

Commitment to a sustainable and more inclusive territory

- **Selection of local suppliers:** The restaurateur undertakes to favour local suppliers in order to reduce greenhouse-gas emissions linked to transport and to support the local economy.
- **Reducing food waste:** The restaurateur undertakes to implement practices to reduce food waste, such as the creation of menus based on seasonal products, effective stock management, the provision of Gourmet bags, the donation or sale at reduced prices of any leftovers and, finally, the implementation of composting for leftovers that cannot be distributed.
- **Protection of biodiversity and the environment:** The establishment must respect the applicable environmental regulatory requirements, ensuring the management and sorting of waste, reducing water and energy consumption and using eco-friendly cleaning products.

To consult applicable regulations:

<https://www.cci.fr/ressources/developpement-durable/reglementation-environnementale>



HIGH STANDARDS

Traceability

- **Ingredient traceability:** The restaurateur must be able to trace the ingredients used in the preparation of meals and ensure that their origin is clearly identified.
- **Food quality and safety:** The restaurateur undertakes to ensure that the food served is of good quality and that it respects the applicable food-safety best practices.
- **Transparency:** The restaurateur must not deceive its customers regarding the origin of food products used and the measures taken to ensure their traceability, the origin of foods, organic certification, etc.



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WELCOME TO CANNES

Seaside Establishment Form



PROFESSIONALISM
Service quality



TRUST
Transparency and
predictability of prices



RESPECT
Respect for
applicable regulations



SUSTAINABILITY
Commitment to a
sustainable and more
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HIGH STANDARDS
Traceability



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WELCOME TO CANNES

Seaside Establishment Form



PROFESSIONALISM

Service quality

- **Catering service:** Seaside establishments with a catering service shall refer to the "Restaurant Form". It undertakes not to condition access to lounge services based on consumption at the restaurant.
- **Assistance and rescue services:** The seaside establishment must be ready to provide assistance in case of emergency, to report any danger and quickly take action to ensure its customers' safety.



TRUST

Transparency and predictability of prices

- **Transparency and predictability of prices:** The seaside establishment must clearly display the prices of different services on offer (catering and lounge), inside and outside of the establishment, and ensure that they are easily legible by customers before taking their order.
- **Commitment:** The seaside establishment undertakes to maintain partnerships with the organisers of conferences and other Cannes institutional events.
- **Vigilance:** The seaside establishment undertakes to fight any form of commercial parasitism during large Cannes conferences.



RESPECT

Respect for applicable regulations

- **Respect for the Labour Code:** The seaside establishment must respect the Labour Code, ensuring decent working conditions for its staff by respecting the legal obligations regarding pay, paid leave and working hours.
- **Respect for hygiene best practices:** The seaside establishment must respect health and safety best practices applicable to its sector, particularly with regard to the management of waste, the quality of water and air, and the cleanliness of premises, etc.
- **Respect for food-safety best practices:** The seaside establishment must respect these standards, particularly with regard to the storage, preparation, conservation and presentation of foods, applying the FIFO method.
- **Respect for environmental regulations:** The seaside establishment must respect the applicable environmental regulations, avoiding any environmental pollution.
- **Respect for sanitary regulations:** The seaside establishment must respect the applicable sanitary regulations, ensuring the cleanliness of facilities and water quality, etc.
- **Authorisations and permits:** The seaside establishment must hold all authorisations and licences necessary to exercise its activity, such as alcohol licences, terrace authorisations or compliance certificates.



SUSTAINABILITY

Commitment to a sustainable and more inclusive territory

- **Selection of local suppliers:** The seaside establishment undertakes to favour local suppliers in order to reduce greenhouse-gas emissions linked to transport and to support the local economy.
- **Reducing food waste:** The seaside establishment undertakes to implement practices to reduce food waste, such as the creation of menus based on seasonal products, effective stock management, the provision of Gourmet bags, the donation or sale at reduced prices of any leftovers and, finally, the implementation of composting for leftovers that cannot be distributed.
- **Protection of biodiversity and the environment:** The seaside establishment must respect the applicable environmental regulatory requirements, ensuring the management and sorting of waste, reducing water and energy consumption and using eco-friendly cleaning products, which will contribute to protecting marine biodiversity.

To consult applicable regulations:
<https://www.cci.fr/ressources/developpement-durable/reglementation-environnementale>



HIGH STANDARDS

Traceability

- **Ingredient traceability:** The seaside establishment must be able to trace the ingredients used in the preparation of meals and ensure that their origin is clearly identified.
- **Food quality and safety:** The seaside establishment undertakes to ensure that the food served is of good quality and that it respects the applicable food-safety best practices.
- **Transparency:** The seaside establishment must not deceive its customers regarding the origin of food products used and the measures taken to ensure their traceability, the origin of foods, meats, fish, organic certification, etc.



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WELCOME TO CANNES

Retailer Form



PROFESSIONALISM
Service quality



TRUST
Transparency and
predictability of prices



RESPECT
Respect for
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SUSTAINABILITY
Commitment to a
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HIGH STANDARDS
Traceability



PRIDE
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WELCOME TO CANNES

Retailer Form



PROFESSIONALISM

Service quality

- **Availability:** The retailer undertakes to be present and available during the shop's opening hours to limit waiting times. If the shop is closed for unforeseen circumstances, customers must be informed.
- **Knowledge of products:** The retailer undertakes to ensure in-depth knowledge of the product it sells. It must be able to answer customers' questions and advise them on the products best suited to their needs.
- **Return and refund policy:** The retailer must have a clear return and refund policy for defective or unsatisfactory products. This policy must be clearly displayed within the shop.



TRUST

Transparency and predictability of prices

- **Transparency and predictability of prices:** The prices shown must be clear, legible and easily understandable by customers.
- **Regulatory compliance:** The retailer must respect the applicable laws and regulations regarding prices and advertising. It must be transparent with regard to delivery fees, taxes and the terms and conditions of sale.
- **Clarity of promotional offers:** The retailer must be transparent with regard to promotional offers and reductions offered to customers. It must clearly indicate the period of the offer's validity, the applicable conditions and any restrictions.
- **Transparency of information:** The retailer must provide clear, precise and comprehensive information regarding the products and services sold, including prices, characteristics and conditions of sale. It must avoid any deceptive commercial practices or false declarations.



RESPECT

Respect for applicable regulations

- **Respect for the Labour Code:** The retailer must respect the Labour Code, ensuring decent working conditions for its staff by respecting the legal obligations regarding pay, paid leave and working hours.
- **Respect for hygiene best practices:** The retailer must respect health and safety best practices applicable to its sector, particularly with regard to the management of waste, the quality of water and air, and the cleanliness of premises, etc.
- **Compliance with quality standards:** The products sold by the retailer must be compliant with the quality and safety standards applicable to its sector of activity.
- **Respect for intellectual-property rights:** The retailer must respect intellectual-property rights, such as brand names, patents and authors' rights.



SUSTAINABILITY

Commitment to a sustainable and more inclusive territory

- **Reducing food waste:** The caterer undertakes to implement practices to reduce food waste, such as efficient stock management, the provision of environmentally friendly packaging, the donation or sale at reduced prices of any leftovers and, finally, the implementation of composting for any leftovers that cannot be distributed.
- **Customer awareness:** The retailer undertakes to make its customers aware of the issues of sustainable development, encouraging them to use reusable bags.

To consult applicable regulations:

<https://www.cci.fr/ressources/developpement-durable/reglementation-environnementale>



HIGH STANDARDS

Traceability

- **Product origin:** The retailer must be able to provide precise information regarding the origin of the products it sells, particularly with regard to production, processing, packaging, storage and transport locations.
- **Data confidentiality:** The retailer must guarantee the confidentiality of customer personal data, in particular by respecting the rules of data protection and securing the information collected (GDPR).



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WELCOME TO CANNES

Taxi Form



PROFESSIONALISM
Service quality



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SUSTAINABILITY
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HIGH STANDARDS
Traceability



PRIDE
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WELCOME TO CANNES

Taxi Form



PROFESSIONALISM

Service quality

- **Reception and friendliness:** The taxi driver undertakes to be warm and welcoming with customers, and to dress appropriately, with respect for their customers.
- **Comfort:** The taxi driver undertakes to offer a clean and comfortable environment for passengers, with a vehicle in perfect condition and functional air-conditioning or heating.
- **Safe driving:** The taxi driver undertakes to drive carefully and to respect all traffic laws to guarantee passenger safety.
- **Trustworthiness and Availability:** The taxi driver undertakes to respect customer bookings, being present on time for pick-ups, and must not cancel or delay journeys without a valid reason.
- **Use of innovative technologies:** The taxi driver may use the most up-to-date technologies to offer a superior service, such as the www.taxiscotedazur.com website, navigation systems and online payment systems.



TRUST

Transparency and predictability of prices

- **Transparency and predictability of prices:** The taxi must clearly display the applicable rates, with the applicable supplements for night-time journeys, additional baggage and airport fees.
- **Taxi meter:** The taxi must be equipped with an approved and functional meter, which records the distance covered and calculates the journey fee in real time.
- **Quotes:** If a customer so requests, the taxi driver must provide a quote range for the journey, according to the distance to be covered and applicable supplements.
- **Transparent billing:** The taxi driver must provide a detailed invoice for each journey, with the details of rates applied, supplements, any taxes and the name of the company or that of the driver. A receipt must be issued for journeys of more than €25 and upon customer request regardless of price. The driver must respect the regulatory rate in force between the Nice Côte d'Azur airport and the centre of Cannes.



RESPECT

Respect for applicable regulations

- **Respect for regulations:** The taxi driver must respect applicable regulations, as well as the legal requirements specific to their profession. They must also comply with prefectural and municipal requirements, and be in possession of all the necessary documents to legally exercise their trade. Finally, they must be listed on the "Le.taxi" register and signed up to the app.
- **Respect for routes:** The taxi driver must take an appropriate route according to traffic and times. All journeys are made at a regulated rate.
- **Respect for speed limits:** The taxi driver must respect the speed limits in force on roads to guarantee the safety of passengers and other road users.



SUSTAINABILITY

Commitment to a sustainable and more inclusive territory

- **Environment:** If the taxi driver offers bottles of water, they undertake to offer cardboard rather than plastic bottles.
 - **Energy savings:** The taxi driver undertakes to implement practices aimed at saving energy, such as eco-driving or optimising the use of heating/air-conditioning.
 - **Carpooling:** The taxi driver accepts carpooling requests to reduce transport costs and contribute to reducing greenhouse-gas emissions.
- To consult applicable regulations:
<https://www.cci.fr/ressources/developpement-durable/reglementation-environnementale>



HIGH STANDARDS

Traceability

- **Driver identification:** Each taxi must be clearly identifiable thanks to a registration number, a professional card and a plaque indicating the parking authorisation issued by Cannes City Council.



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WELCOME TO CANNES Furnished-Acommodation Letting Company Form



PROFESSIONALISM
Service quality



TRUST
Transparency and
predictability of prices



RESPECT
Respect for
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Commitment to a
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HIGH STANDARDS
Traceability



PRIDE
Forming part of the jewel
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WELCOME TO CANNES

Furnished-Accommodation Letting Company Form



PROFESSIONALISM

Service quality

- **Personalisation:** The furnished-accommodation letting company can offer personalised services according to customer needs and preferences and provide tourist advice regarding the destination.
- **Security:** The furnished-accommodation letting company must ensure compliance with safety standards and the regulations applicable to its property. It will ensure the installation of functional smoke detectors within the accommodation. For properties welcoming 15 or more travellers, it will provide information on safety measures in case of fire or other emergency situations and will ensure that extinguishers are installed.



TRUST

Transparency and predictability of prices

- **Transparency and predictability of prices:** The furnished-accommodation letting company undertakes to clearly display rental rates and additional charges (cleaning fees, tourist tax) on its website or on the booking platform used.
- **Commitment:** The accommodation's description must be precise and detailed, including information on the size, facilities and services included and anything else relevant to the stay. Information regarding the cancellation policy must be clear, including refund conditions in case of cancellation by the traveller or owner. The rates must be displayed.
- **Vigilance:** The furnished-accommodation letting company undertakes to collaborate with the organisers of conferences and events to fight any form of parasitism.



RESPECT

Respect for applicable regulations

- **Respect for the Labour Code:** If the furnished-accommodation letting company employees staff, it must respect the Labour Code, ensuring decent working conditions for its staff by respecting the legal obligations regarding pay, paid leave and working hours.
- **Respect for hygiene best practices:** The furnished-accommodation letting company must respect health and safety best practices applicable to its sector, particularly with regard to the management of waste, the quality of water and air, and the cleanliness of premises, etc.
- **Respect for customer-accommodation laws:** The furnished-accommodation letting company must respect the laws in force, particularly with regard to the verification of its customers' identity, and the collection and storage of personal data (GDPR).
- **Authorisations and permits:** The furnished-accommodation letting company must hold all authorisations and licences necessary to exercise its activity, according to sector regulations.



SUSTAINABILITY

Commitment to a sustainable and more inclusive territory

- **Selection of local suppliers:** If the furnished-accommodation letting company offers a catering or breakfast service, it undertakes to favour local suppliers in order to reduce greenhouse-gas emissions linked to transport and to support the local economy.
- **Reducing food waste:** If the furnished-accommodation letting company offers a catering or breakfast service, it undertakes to implement practices to reduce food waste, such as the creation of menus based on seasonal products, effective stock management, the provision of Gourmet bags, the donation or sale at reduced prices of any leftovers and, finally, the implementation of composting for leftovers that cannot be distributed.
- **Environment:** The furnished-accommodation letting company must respect the applicable environmental regulatory requirements, by ensuring the management and sorting of waste, reducing water and energy consumption and using eco-friendly cleaning products.
- **Promotion of sustainable tourism:** The furnished-accommodation letting company undertakes to promote sustainable tourism to its customers, encouraging them to use public transport or green modes of transport.

To consult applicable regulations:
<https://www.cci.fr/ressources/developpement-durable/reglementation-environnementale>



HIGH STANDARDS

Traceability

- **Ingredient traceability:** If the furnished-accommodation letting company offers a catering or breakfast service, it must be able to trace the ingredients used to prepare meals and ensure that their origin is clearly identified.
- **Food quality and safety:** The furnished-accommodation letting company undertakes to ensure that the food served is of good quality and that it respects the applicable food-safety best practices.
- **Transparency:** The furnished-accommodation letting company must not deceive its customers regarding the origin of food products used and the measures taken to ensure their traceability, the origin of foods, organic certification, etc.



PRIDE

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Signature date

REPRESENTATIVE'S SIGNATURE

This charter is valid for a duration of 5 years and must be returned to the Cannes Tourist Office by email: Bienvenue@palaisdesfestivals.com

cannes-france.com

WELCOME TO CANNES

Association and Event Organiser Form



PROFESSIONALISM
Service quality



TRUST
Transparency and
predictability of prices



RESPECT
Respect for
applicable regulations



SUSTAINABILITY
Commitment to a
sustainable and more
inclusive territory



HIGH STANDARDS
Traceability



PRIDE
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WELCOME TO CANNES

Association and Event Organiser Form



PROFESSIONALISM

Service quality

- **Availability:** The Association and Event Organiser undertakes to be present and available during opening hours of events and shows, and to take all measures to reduce waiting times. If any event is cancelled due to unforeseen circumstances, customers must be informed.
- **Awareness of events and shows:** The Association and Event Organiser undertakes to be fully aware of all events and shows which it organises. It should be able to answer customers' questions and advise them on the products best suited to their needs.
- **Return and refund policy:** The Association and Event Organiser should have a clear return and refund policy for events having to be cancelled. This policy must be clearly displayed on the venue for events and ticketing platforms.



TRUST

Transparency and predictability of prices

- **Transparency and predictability of prices:** Prices shown must be clear, legible and easy for customers to understand.
- **Regulatory compliance:** The Association and Event Organiser should respect the applicable laws and regulations regarding prices and advertising. It should be transparent with regard to delivery fees, taxes and the terms and conditions of sale.
- **Clarity of promotional offers:** The Association and Event Organiser should ensure it is transparent with regard to promotional offers and discounts offered to customers. It should clearly indicate the term of validity of offers, the applicable conditions and any restrictions.
- **Transparency of information:** The Association and Event Organiser should provide clear, precise and comprehensive information regarding the products and services sold, including prices, characteristics and terms of sale. It should be sure to avoid any misleading commercial practices or false declarations.



RESPECT

Respect for applicable regulations

- **Respect of the Labour Code:** The Association and Event Organiser should respect the Labour Code, ensuring decent working conditions for its staff by respecting the legal obligations regarding pay, paid leave and working hours.
- **Respect of health and safety best practices:** The Association and Event Organiser should respect health and safety best practices applicable to its sector, particularly with regard to the management of waste, the quality of water and air, and the cleanliness of premises, etc.
- **Compliance with quality standards:** Events and shows organised by the Association and Event Organiser should ensure it complies with the quality and safety standards applicable to its sector of activity.
- **Respect for intellectual-property rights:** The Association and Event Organiser should respect intellectual-property rights, such as brand names, patents and authors' rights.



SUSTAINABILITY

Commitment to a sustainable and more inclusive territory

- **Reducing food waste:** The Association and Event Organiser undertakes to implement practices to reduce food waste during events, such as efficient stock management, the provision of environmentally friendly packaging, the donation or sale at reduced prices of any leftovers and, finally, the implementation of composting for any leftovers that cannot be distributed.
 - **Raising awareness of participants:** The Association and Event Organiser undertakes to make its customers aware of the issues of sustainable development, encouraging them to use reusable bags.
- <https://www.cci.fr/ressources/developpement-durable/reglementationenvironnementale>



HIGH STANDARDS

Traceability

- **Product origin:** The Association and Event Organiser should be able to provide precise information regarding the origin of the products it sells, particularly with regard to production, processing, packaging, storage and transport locations.
- **Data confidentiality:** The Association and Event Organiser should guarantee the confidentiality of customer personal data, in particular by respecting the rules of data protection and securing the information collected (GDPR).



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