

# EXISTING RIGHTS AND OBLIGATIONS OF USERS OF TOURISM SERVICES

Below are the current rights and obligations of users of tourist services, according to Law 15/2018, of 7 June, on tourism, leisure and hospitality of the Valencian Community (Articles 16 and 17), published in the Official Gazette of the State.



<p><b>OBLIGATIONS</b></p> <p>Users of tourist services, subject to the provisions of the applicable sectoral regulations, shall have the following obligations:</p>	<p><b>01</b></p> <p>Respect the social and cultural traditions and practices of tourist destinations as well as their richness and value.</p>	<p><b>02</b></p> <p>Respect the environment, historical and cultural heritage and tourist resources.</p>	<p><b>03</b></p> <p>Abandon the contracted services, either at the time of invoice submission or at the agreed time, place and form, without the fact of submitting a claim or complaint involving, in any case, exemption from payments.</p>
<p><b>04</b></p> <p>In the case of the tourist accommodation service, respect the agreed date and time of departure of the establishment, leaving free the occupied</p>	<p><b>05</b></p> <p>Observe the rules of respect, education, social coexistence, clothing and hygiene for the proper use of tourist establishments and services.</p>	<p><b>06</b></p> <p>Respect the facilities and equipment of tourist establishments and businesses.</p>	<p><b>07</b></p> <p>Respect the rules of internal regime of tourist establishments, schedules and rules of conduct of places of visit and derealization of tourist activities.</p>

## RIGHTS

Users of tourist services shall, without prejudice to the provisions of general consumer protection and defence legislation, be entitled to:

- a) To receive objective, truthful and understandable information from tourism companies, complete and prior to their contracting, on the services offered to them, as well as on the final price, including taxes. And to be protected from misleading information or advertising under the regulations.
- b) Obtain documents proving the terms of your contract.
- c) To receive the tourist services under the conditions offered or agreed and, in any case, that the nature and quality of their provision is in direct proportion to the category of the tourist company or establishment.
- d) Enjoy accessible spaces, infrastructures and tourist services.
- e) Free access to tourist establishments and services in the terms established by law.
- f) That tourist establishments comply with the regulations on the safety of their facilities and protection against incidence as well as the specific one on tourism.
- g) Be clearly informed about the facilities or services that may pose a risk and the security measures taken in this regard.
- h) Receive an invoice or proof of payment for the tourist service provided with the data required by current legislation.
- i) To formulate complaints and claims and obtain accessible and truthful information on the procedure for submitting them and their treatment, being able to resort to a system of extrajudicial resolution of conflicts through mediation and arbitration. They also have the right to ensure that the competent public administration ensures maximum efficiency in the handling and handling of their complaints.
- j) Recourse to arbitration formulas for the extrajudicial resolution of their conflicts with economic consequences.
- k) Require that, in a place of easy visibility, the different accreditations of the classification of the establishment, the capacity, the prices of the services offered and any other variable of activity, as well as the corresponding symbols of quality, are publicly displayed.