



UNDERTAKINGS OF THE SIGNATORIES TO THE FNAIM ^{Côte d'Azur} TOURISM CHARTER :

3-1 Reception of clients, emergency number:

The charter member undertakes to provide an emergency number, available 24h a day and 7 days a week, so that the client can always find help in the event of an urgent problem.

He also undertakes to ensure the reception of his clients and to provide clear, professional and unambiguous information on reception hours in his general terms and conditions and on the booking confirmation documents.

3-2 Use of the client's language for business:

It is absolutely essential that the legal representative of the adherent company and his commercial staff in contact with clients be fluent in English. The practice of additional languages within the company is encouraged.

3-3 Services available to clients:

The member undertakes to provide linen services and regular housekeeping to clients who so require.

3-4 Standard of service provided:

The member undertakes to ensure that all services provided conform to what the client was shown on Internet and/or what was described in his contract.

3-5 Treatment of problems:

The member undertakes to react to any problem within a maximum of 4 hours following its notification and to ensure the greatest diligence in dealing with the problem.

3-6 Complaints procedures:

The member undertakes to acknowledge receipt of any complaint within a maximum of 2 working days and to reply within the following 7 days. He will clearly indicate to the client at this time the name of the person within his organization responsible for treating the complaint and the mediation process provided for within the present charter.

3-7 Procedure for return of security deposits:

Except in case of dispute, security deposits, and more generally all sums deposited by the client and intended to be reimbursed to him, must be returned within the 30 days following the client's departure.

3-8 Commitment to fair prices:

The member undertakes to place the client at the center of his preoccupations, thus actively contributing to the promotion and maintenance of a fair price in consultation with the property owners.

3-9 Commitment to contribute personally to the moderation of prices:

The member undertakes not to profit unfairly from the Cannes destination. Although free to fix his own prices, he will take care to obtain fair remuneration for his work and his investment by adopting reasonable margins and prices that reflect his input.

3-10 The duty to work responsibly and to avoid introducing unfair competition:

Attention is drawn to the stipulations of articles 33.38 and 33.39 of the code of ethics of the FNAIM (National Real Estate Federation), which the member undertakes to respect without reserve:

“The member carries out his activities within the framework of free, healthy and honest competition, based on the quality of the service provided. The satisfaction of his clients being the best guarantee of his professional reputation, the member works on good terms with other members of his profession, including with those who are not signatories to this present charter. In his relationships with professional colleagues, he commands respect by the way he adopts a policy of collaboration and transparency.

The member is aware of the collective consequences of his professional behavior and of his actions in the pursuit of his activities, which therefore impose certain obligations.

In particular, he totally abstains from providing erroneous or misleading advice or information with a view to diverting clients to his own advantage.

3-11 “Mystery Clients”:

The member accepts controls carried out by appointed assessors using a false digital identity but posing as genuine clients,.
