



Camera di Commercio  
Ravenna

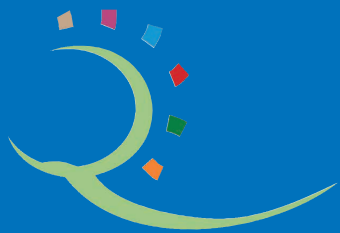


# Charter of Quality Tourism Services

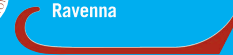
in protection of consumers and operators

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what is the  
**Charter of  
Quality  
Tourism  
Services**

# Charter of Quality Tourism Services

Chamber  
of Commerce  
of Ravenna

The Charter of Quality Tourism Services was born from an understanding between the Chamber of Commerce of Ravenna, the Local Government, the Municipalities of the province, associations and the consumer associations.

The mutual objective is to protect and sustain the rights of tourists together with those of tour operators and to provide companies in the field with an adequate instrument in order to test and improve the quality achieved.

The general picture in which the Charter of Quality Tourism Services is developed is definitely the one of re-qualification of tourism offers, as well as simplification of relations between



tourists/operators in order to guarantee a high quality public as well as private service.

The Charter define the minimum standards of quality offered by the hotel structures, non-hotel structures and various accommodation structures, as well as spas, restaurants and it will become an essential reference point for tourism, not only on a local level.

The document will be updated every year on the basis of the development of services and the demands of tourists and it will include the progressive introduction of categories compatible with the area of tourism.

The operators that will take part in the Charter of Quality Tourism Services will be identified by a sign with a specific logo on display in the agency or by visiting the website of the promoting Authorities and Associations with an updated list of the categories taking part.



## Definition and classification of structures

With the Regional Law n. 16 dated 28th July 2004 "Discipline of structures aimed at hospitality", the Emilia-Romagna Region has, on the one hand, intro-

duced important innovations in order to simplify procedures and, on the other hand, modified the requirements of structures, making communication capacities of the classification system much easier. The objective of the law is to regulate all accommodation types by updating and inserting, whenever necessary, new types.

Accommodation structures include:

- hotels
- tourist residences - hotels

Outdoor accommodation structures include:

- camp sites
- tourist villages

Non-hotel accommodation structures include:

- rent rooms
- holiday homes and apartments
- holiday homes
- hostel
- alpine refuge
- excursion refuge

Other accommodation structures include:

- furnished apartments for tourism
- outdoor accommodation structures not open to the public
- temporary stop-off equipped areas
- sporadic bed and breakfast activities, such as holiday farms and structures for rural tourism.



The Commission that has created the **Charter of Quality Tourism Services** consist of:

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