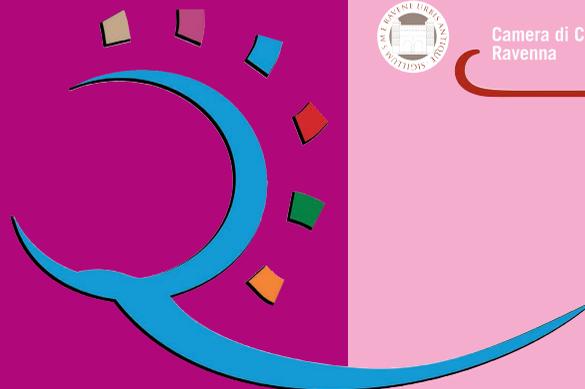
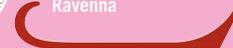
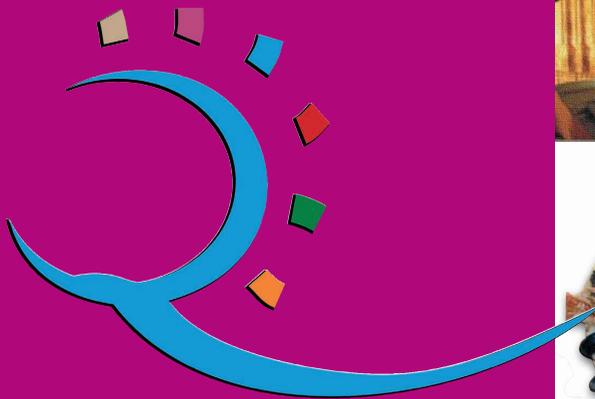


Camera di Commercio
Ravenna



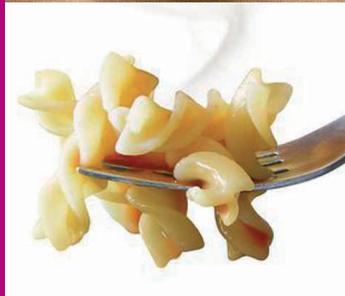
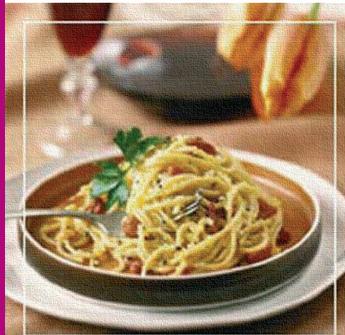
Charter of Quality Tourism Services

Restaurants



The restaurants and pizzerias that take part in the Charter of Quality Tourism Services, excluding small restaurants, have committed themselves with clients/consumers to respect and guarantee the following rules:

1. display outside the shop, in a visible manner, the menu indicating all costs for prior consultation by customers. The menu and relative prices should also be shown in a foreign language. Furthermore, the restaurant owners should also specify whether or not they provide services for the disabled;
2. inform clients, through specific wording in the price lists, that for any dishes made with strictly seasonal products/ingredients (for example truffle, porcini mushrooms, etc), prices may vary: in this case the variation to the price of the dish should be clearly indicated. Furthermore, the unit price should be indicated on the price list (for example €/hg.) avoiding any general wording such as "a/q" (according to quantity);



3. eliminate the wording "Knife and Fork";
4. if a client books a table, this table should be kept available for 30 minutes after the arrival time indicated, unless the client provides specific information in the meantime in terms of any possible delays;
5. the wine list should indicate the name of the wine, the manufacturer, the region of origin, the price and the year. If wine is sold by glass, the price should be indicated as well as the characteristics already mentioned. The restaurant owner should make sure that the wine list includes local and regional labels;
6. if the menu includes pizza, specify if pizzas are cooked in a wood stove or in an electric oven;
7. guarantee the presence of professionally trained staff in the restaurant that can illustrate the preparation and ingredients of the dishes served;
8. the waiting time for the dishes ordered should comply with the ones estimated and indicated by the restaurant owner;
9. the restaurant owner undertakes to stipulate an insurance policy covering any possible damages caused to clients;
10. all operators taking part in the Charter of Quality Tourism Services undertake, in the event of disputes, to use and adhere to the Conciliation procedure of the Chamber of Commerce of Ravenna.