

LETTER OF SERVICE

**TOURIST INFORMATION OFFICE OF TORRE DEL MAR AND
TURIST INFORMATION POINT OF VÉLEZ-MÁLAGA**



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➤ **TOURIST INFORMATION OFFICE AND TOURISTIC INFORMATION POINT LOCALIZATION IN THE MUNICIPALY OF VÉLEZ-MÁLAGA. HOURS OF ATTENTION TO THE PUBLIC.**

TOURISTIC INFORMATION SERVICE	LOCALIZATION AND CONTACT	HOURS
<p>MUNICIPAL OFFICE OF TOURIST INFORMATION TORRE DEL MAR</p>	<p>Ponient Street nº2,29740, Torre del Mar 952541104 turismo@velezmalaga.es</p>	<p>SUMMER: from 27th March to 30 October Monday to Friday: - mornings from 09:00h to 14:00h -afternoons from 17:00h to 21:00h Saturdays: - mornings from 10:00h to 14:00h -afternoons from 17:00h to 21:00h Sundays and bank holydays: -mornings from 10:00h to 14:00h WINTER: from 31st October to 26th Mach Monday to Friday: - mornings from 09:00h to 14:00h -afternoons from 16:00h to 20:00h Saturdays: - mornings from 10:00h to 14:00h -afternoons from 16:00h to 20:00h Sundays and bank holydays: -mornings from 10:00h to 14:00h</p>
<p>POINT OF INFORMATION VÉLEZ-MÁLAGA</p>	<p>Carmelitas square 29700, Vélez-Málaga 952541104 turismo@velezmalaga.es</p>	<p>Monday to Saturday: - mornings from 10:00h to 14:00h -afternoons from 17:00h to 20:00h Sundays and bank holydays: -mornings from 10:00h to 14:00h July and August: afternoons closed.</p>

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➤ HOW TO GET THERE.

TOURIST OFFICE OF TORRE DEL MAR:

Our office is located in the center of Torre del Mar,
Poniente Street no: 2, 29740, Torre del Mar.
Exit motorway A-7:272



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POINT OF TURISTIC INFORMATION OF VÉLEZ-MÁLAGA:

located in the Town Hall, Carmelitas square without number, 29700, Vélez-Málaga.

Exit motorway A-7:272



➤ GENERAL SERVICES.

THE SERVICES THIS OFFICE OFFERS ARE THE FOLLOWING:

- Attention and information to the tourist through the following ways:
- present: resolving the demand of the tourist or visitor directly and immediately in the same office of tourism and providing them touristic printed material or sending it lately by email. This attention is offered in different languages: Spanish, English, German and Russian.
 - non presential: attending the demand of the tourist to distance, by telephone, email or post. This attention is offered in different languages: Spanish, English, German, French and Russian.
 - personalized: giving a service of personalized attention, in case of being a collective or group that require it by its characteristics. This attention is offered in different languages: Spanish, English, German and Russian.

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- shipments of touristic material for individual or professional petitions.
- shipments of touristic material to other Tourist Offices.
- shipments of touristic information to all the accommodations of the municipality.
- the provision of tourist services will be free of charge as a general rule, except in the following cases:
 - eventual point of sale of tickets for any event organised by the Town Hall.
- information on routes through the old town of Vélez-Málaga.
- showroom, in collaboration with the Tenencia de Alcaldía de Torre of Mar.
- attendance to specific Fairs and Congresses of Tourism
- attention to foreign residents with respect to municipal formalities. (Example: census, IBI...)

You can find more information related to the touristic offer of the municipality of Vélez-Málaga in the website of Tourism of Vélez-Málaga Town Hall (turismo@velezmalaga.es)

➤ **PERIOD OF PEAK.**

The period of maximum influx of users, both in Tourist Office of Torre del Mar, as in the Touristic Point of Information of Vélez-Málaga is during July and August.

➤ **LANGUAGES.**

The languages in which it may be served by any user are the following:

- *English
- *German
- *Russian

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➤ TELEPHONE NUMBERS OF INTERES.

- Emergencies:112
- Health emergencies: 061
- local Police: 952 54 92 38
- Health center of Torre del Mar: 951 28 93 28
- County Hospital: 951 06 70 00
- Tourist Office: 952 54 11 04
- Taxis Torre del Mar: 952 54 00 16
- Taxis Vélez-Málaga: 952 50 28 96/ 951 20 44 45
- Town Hall Vélez-Málaga: 952 55 91 00/ 671 07 98 62

➤ COMPLAINTS SYSTEM AND SUGGESTIONS.

The councillor of Tourism, in their Municipal Office of Tourist Information puts at the disposal of the tourist or visitor sheets of claims in order that any interested person can make suggestions concerning the improvement of the services provided by this office, as well as exercising the right to make a complaint concerning the same service.

In addition, any user may register a complaint or suggestion through the web page of the municipaly of vélez-Málaga and by input record in the Offices of the Attention of the Citizen (OAC).

➤ COMMITMENTS AND INDICATORS

They are at your disposal in the Municipal Office of Tourist Information and Information Point ,as well as on the web page of Tourism of the City Hall of Vélez-Málaga (turismo.velezmalaga.es).

Commitments of the Tourist Office

- ✓ personal attention:
 - From the Municipal Office of Tourist Information we commit ourselves to provide personalized attention to all users, through a information to measure and detailed..
 - a personal treatment, friendly and appropriate to the needs of each user.
 - Help the visitor to find a comfortable stay in the village.
- ✓ reliability, speed and efficiency:

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- tourist information updated permanent, detailed and precise.
 - respond immediately in the event of queries in person, to the extent possible.
 - Give answers to the phone calls before the 4th beep if possible; they will be transferred to another member in a maximum time of 40 seconds.
 - Give a response to the consultations made via email, fax or in writing within a maximum period of 2 business days.
 - When the information requested is not available at the time, will be offered the possibility of taking the data of the petitioner and forwarded as soon as possible.
- ✓ accessibility:
- public service and free character.
 - broad and flexible schedules, adapted to the periods of greatest tourist.
 - Tourist information about the municipality, and neighbouring municipalities, available in at least two languages.

INDICATORS:

the results of the previous period as well as the indicators of the year in progress, they will be available as well as on the web page of Tourism of the City Hall of Vélez-Málaga (turismo.velezmalaga.es).

➤ OBJECTIVES:

the objectives for the current period, as well as the results of its implementation in the previous period, will be at your disposal in the Municipal Office of Tourist Information and Information Point as well as on the web page of Tourism of the City Hall of Vélez-Málaga (turismo.velezmalaga.es).