

# LAW 15/2018, of 7 June 2018, of the Generalitat Valenciana, on tourism, leisure and hospitality in the Valencian Community [2018/5692]

## Article 16. Rights

The users of tourist services have the following rights, without prejudice to the provisions of general consumer protection and defence legislation:

- a. To receive objective, truthful, comprehensive and understandable information from tourist companies before they book the services offered, including the final price and all taxes, and the right to protection against misleading information or advertising in accordance with current regulations.
- b. To be provided with the documents accrediting the terms and conditions of the contract.
- c. To receive the tourist services in accordance with the conditions offered or agreed upon, and in all cases that the nature and quality of their provision is in direct proportion to the category of the tourist company or establishment.
- d. To enjoy accessible spaces, infrastructures and services in the tourist facility.
- e. Free access to tourist establishments and services in accordance with the terms established by the laws in this respect.
- f. That the tourist establishments comply with the safety and fire protection regulations in their facilities as well as regulations specific to tourism.
- g. To be clearly informed about any facilities or services that may pose a risk and the safety measures that have been taken in this respect.
- h. To receive an invoice or equivalent proof of payment for the tourist service provided which includes the data required by current legislation.
- i. To lodge complaints and claims and be given accessible and truthful information on the procedure for submitting them and their treatment, including the option of resorting to an out-of-court conflict resolution or arbitration system. They also have the right to rely on the public administration to seek the utmost ef-

iciency in handling and processing any complaints or claims made.

- j. To resort to arbitration systems for the out-of-court resolution of conflicts with economic consequences.
- k. To demand that the certificates which accredit the establishment's classification, capacity, prices of the services it provides, and any other aspects relating to its activities, along with the corresponding quality symbols, are posted in an easily visible place.

## Article 17. Obligations

The users of tourist services will have the following obligations, without prejudice to the provisions of the applicable industry regulations:

- a. To respect the social and cultural traditions and practices of tourist destinations, as well as their wealth and value.
- b. To respect the environment, historical and cultural heritage, and tourism resources.
- c. To pay for the contracted services, either at the time the invoice is presented or at the agreed time, place and manner, without the fact of lodging a complaint or claim in any way exempting them from this payment.
- d. In the case of tourist accommodation services, to respect the agreed date and time of departure from the establishment, leaving the occupied accommodation unit free.
- e. To observe the rules of respect, courtesy, social harmony, apparel and hygiene for the proper use of tourist establishments and services.
- f. To respect the facilities and equipment of tourist establishments and companies.
- g. To adhere to the internal regulations of tourist establishments along with the opening times and rules of conduct of the places they visit and the tourist activities they engage in.