

1. PREREQUISITES		Obl	Vol	Applicable for
1.1. Participation with the requirements of the RES'PIR process				
1	The company or organisation has signed its declaration to participate in the Res'Pir process	x		
2	The company promises to participate in the different assessment processes (self-assessment and accompanied assessment established by common agreement in the Res'pir process	x		
3	The company promises to notify those in charge of the RES'PIR procedure if it does not meet one or more of the criteria which have given rise to the RESPIR certificate	x		
1.2. Regulatory compliance				
4	The company declares that it respects all the regulations that apply to its activities	x		
5	In the case of carrying out its activities in locations subject to specific regulations, the professional promises to respect the conditions of use as well as the regulations applicable in this region	x		
6	The staff of the company has the qualifications necessary to perform their activities	x		
2. PREMISES		Obl	Vol	Applicable for
2.1. Exterior elements				
7	There is an outside sign which at least indicates the name of the company. If there is supplementary text, this must be at least in Catalan (regulation compliance). This sign is up-to-date, in good condition and clearly visible	x		Only those having premises
8	An external sign (visible when the business is closed) clearly indicating the times it is open to the public, with the possibility of leaving a voicemail message) and the website address and/or contact email address, where appropriate. This information appears at least in Catalan and in one foreign language (or using easily identifiable pictograms)	x		Only those having premises
9	If there are outside areas gardens terraces, etc.) these are clean and properly maintained	x		Only those having premises
2.2 Interior				
2.2.1. Facilities				
10	The company has a reserved customer waiting area or premises, which is easily identified.	x		Only those having premises
11	The reception area or premises has public toilets.		x	Only those having premises
12	The reception area or premises has showers and changing rooms, or this service is made available to customers in another location		x	Only those having premises
13	The necessary materials are stored in a place reserved for the purpose		x	Only those having premises
14	All the company's facilities are clean and properly maintained	x		Only those having premises
15	The reservation area of the premises and the other rooms open to the public are accessible (people with reduced mobility)		x	Only those having premises
16	The toilets, showers and changing rooms are accessible to people with reduced mobility			Only those having premises
2.2.2. Information available to the user in the premises				
17	The prices of the services and/or activities are available to the customer: posted on a panel, visible at the counter or available in paper format	x		Only those having premises

18	The safety or hygiene rules of the area or premises must be clearly visible	x		Only those having premises
19	Customers have documents on local tourism and/or nature tourism offers at their disposal: this information must always be available (pamphlets on the counter, information panel, dossier, etc.) or is provided on request of the customer. In the latter case, there is a note informing that this is available. This information is at least in Catalan and one foreign language, depending on the clientele	x		Only those having premises
20	Maps of the region can be consulted: these are always available (visible on the walls, at the counter) or are provided on request of the customer. In the latter case, there is a notice informing the customer of this availability. This information is available at least in Catalan and one other foreign language		x	Only those having premises
21	Information is provided on the current weather conditions and the forecasts for the coming days. At least the forecast, temperatures, rain and wind levels are indicated. This information is updated daily (working days)		x	Only those having premises
3. CUSTOMER SERVICE		Obl	Vol	Applicable for
3.1. General				
22	In all cases (service in the premises local, by telephone, before and during the activity), customers are always treated in a friendly and respectful manner in order to guarantee an atmosphere of trust	x		
23	If the customer requests information (oral or written) they receive all the information necessary for the activity. They are informed of the specific conditions (accessibility, circuits, minimal technical requirements, etc.).	x		
24	Customers may be informed in Catalan and at least one foreign language		x	
3.2. Personal assistance (premises)				
25	Staff can be identified by their clothing or another clear sign of identification (uniform, distinguishing feature, badge, name tag, etc.)		x	Only those with premises
3.3. Helpline				
26	Answered always with a greeting and the name of the company	x		Only those with premises
27	In the case of a booking, at the end of the conversation, a brief summary is given, indicating: day, times specific activity, how to get there, equipment needed, if any and all other necessary information		x	
28	The answering service message indicates the name of the company, the opening or contact times and gives the customer the chance to leave a message		x	Only when it is a company telephone
29	In this case, the reply is given on the following day of opening to the public. In the case of longer absence, it is indicated when the reply will be given		x	Only when it is a company telephone
4.PRODUCT		Obl	Vol	Applicable for
4.1. Activities offered				
30	Before beginning, a detailed explanation is given (oral or written) of the activity to be done, indicating all the necessary information (different stages, reminder of the main safety rules, risks and hazards of the activity, etc.)	x		
31	The customers are informed of the minimum requirements for doing the activity safely	x		
32	It is checked that the users meet the minimum requirements (technical level, physical condition, etc.) for doing the activity		x	activities for everyone

33	Interpretation materials are provided for every activity in different media: printed details, panels, audio-guides, etc.		x	
34	This material is in Catalan and at least one foreign language		x	Only those with material
35	This material is updated regularly when there are significant changes to the activity	x		Only those with material
36	The administrators of the land are met in order to be able to inform them if contingencies are discovered (fallen trees, etc.)		x	
37	At all times (during the times specified for opening to the public or during the timetable for the activity) the customers have a way of contacting the company during the activity (telephone, walkie-talkie, etc.), as well as an acting protocol	x		
38	The activities are adapted for disabled customers		x	
39	Every year, the company renews and/or increases its range of activities (at least one per year)		x	
40	If the weather conditions prevent the activity from being done, the company informs the customers	x		
4.2. Activities with guide service				
41	The guided activities may be done in Catalan, with at least one foreign language		X	
42	If there are requests for a guide service in languages other than those offered by the company, written documents are provided explaining the activity		X	
43	The guide is friendly and makes the activity interesting	X		
44	The content of the explanations/activity is adapted to different types of customers	X		
45	The company has a register which details every guide's skills and abilities, to better adapt to the needs of each customer or group		X	
46	The guides supervise the customers' respect for the Environment	X		
47	The guide has a first-aid kit (compulsory when the rules so indicate)	X	x	
48	The guides are trained in safety and have continuous training adapted to the activities: first aid, cardio-respiratory resuscitation, lifesaving techniques and emergency procedures	X	X	
4.3. Activities for children				
49	Specific activities are offered for minors and in this case, the activities are duly prepared for this. Clear information is given on the age ranges to which it is adapted.			
50	At least one recreational item is offered to help with the visit (booklet, brochure, game, etc.)		x	
51	The company offers special prices for children		x	
4.4. Material offered				
52	Material adapted to different types of customers sizes children, etc.) is available	x		
53	It is possible to lend, hire or sell the material necessary to do the activity to the customer		x	
54	The material is maintained and supervised according to the regulations in force.	x		
55	The material is in good condition (visually, use, etc.)	x		
56	After every use, the condition and functioning of the material is checked		x	

5. SERVICES TO THE CUSTOMER		Obl	Vol	Applicable for
5.1. Opening hours to the public and contact in case of absence				
57	The opening hours to the public are adequately informed by different means. In the case of premises, the times are shown on a sign visible outside opening hours. Also, these are available at least in the website or informed by means of a message in the automatic answering service in case of absence. In the case of an answering service message, this is at least in Catalan and one foreign language	x		By company telephone only
58	Outside of opening hours to the public (or where it is not possible to answer during the established opening hours), customers always have a way to leave the company a message: by telephone, via automatic answering service (indicating available alternative number, possibility of leaving a message or by sending e-mail) or via e-mail.	x		By company telephone only
59	All mail is read and replied to on the following day of opening to the public (if more time is needed to reply, the customer is informed that the procedures are underway). In case of longer absence, an automatic reply is programmed indicating when the e-mails calls received can be attended.	x		
5.2. Conditions of payment				
60	The customer is sent a written booking confirmation indicating times, day, specific activity, how to get there, equipment necessary if any and price (indicating whether or not VAT is included).	x		
61	An acting protocol is provided for cancellations (weather conditions, cancellations by customers, etc. And the amount of notice required) of which the customer is suitably informed at the time of confirming the booking (also indicating the conditions for reimbursing the amount paid)	x		
62	An invoice or receipt is always issued on request of the customer .This is clear, easy to read and complies with the regulations (indication invoice no., company VAT number, items and VAT % applied)	x		
63	Various payment methods are accepted: bank card, etc.		x	
64	Always clearly specifying the payment methods accepted: at least in the website and at the premises (together with the information on prices)	x		
5.3. Management of customer feedback				
65	The company has some type of mechanism or contact with the customer through which it obtains information on the satisfaction with the activity (relaxed meeting at the end of the activities, assessment questionnaire, etc.)	x		
66	The companies send the replies to the RES'PIR quality questionnaire to the managers of the quality procedure (define possible channels with each company: mail, paper survey, etc)	x		
67	Actions are put into practice to analyse and where necessary, respond to the improvement proposals and to the complaints formulated		X	
68	The users and customers who have made proposals are informed personally of the improvements made		X	
69	The company has complaint forms available to the user public. The sign indicating this is clearly visible in the premises	x		
70	The company has a written register for administering and following up complaints, claims and suggestions. All staff are informed of this protocol.		x	
71	The customers are informed of the means at their disposal for expressing their opinions	x		
72	The company is subject to the Consumer Arbitration Board		x	

5.4. Database			
73	The data held relating to customers (deriving from the activity) are collected with the full consent of the customer, clearly informing on the data protection law and on how to unsubscribe. The customer must give permission to receive information and promotions.	x	
74	The files containing personal data are registered in the Spanish Data Protection Agency Register	x	
6. MARKETING, DIFFUSION AND PROMOTION		Obl	Vol
6.1. Promocional brochure			
75	The company has its own promotional brochure/card (leaflet, pamphlet etc), available in digital format. This document contains at least a description of the company, of the services and products offered, of its contact details and opening times to the public and is available at least in Catalan and one foreign language.	x	
76	The same brochure, or another specific document available to the public, contains a wider description of the activities offered by the company (duration, route, level of difficulty, necessary materials if any, pre-requisites, prices, maximum number of participants, etc.).		x
77	All the published material provides an image of quality and professionalism, with attractive images of the region and a clear and interesting text, checked orthographically	x	
78	The promotional brochure and everything promotional has the logo of the quality process and a brief reference to it. Note: there may be a time margin until stocks of the products are exhausted		x
79	If more than one piece of material is published, they all follow a corporate image		x
6.2. Website			
80	The company has its own website, at least in Catalan	x	
81	This website is also available in other languages		x
82	The website has a link tot he website of the Res'pir process	x	
83	The website has a section where joining the Res'pir process is explained, specifying a list of the criteria the company must promise to meet, with a link to a satisfaction questionnaire and specifying an e-mail address to which the user can write in order to communicate either compliance or non-compliance with the declared criteria		x
84	The company website must have at least one link to the tourism promotion website of Girona City Council.	X	
85	The website offers links to supplementary services: accommodation, restaurants, etc.		x
86	The website has links to other websites of products and assets of the region (natural parks, museums, etc.) to provide knowledge of the region	x	
87	All the information published in the website is current and frequently updated (according to the type of information it contains)	x	
88	It includes a visible reference to the last update.		x
			When the info is very static
89	The website presents a description of all the activities and their features and details (duration, route, level of difficulty, materials required if any, minimum and maximum number of participants, prerequisites, prices etc.	x	

90	The web indicates the periods and times of opening (in the case of premises), as well as addresses, e-mail addresses and contact telephone numbers.	x		
91	The website contains the booking conditions and accepted methods of payment		x	
92	The website offers a map for locating the activity or of its starting point, clear and easy to print	x		
93	All the contents of the website are available in a suitable format for correct printing		x	
6.3. Social networks				
94	There are profiles in at least one social network		x	
95	This profile is updated periodically (at least weekly)		x	
96	The company carries out promotional actions through the social networks		x	
6.4. Promotional actions				
97	The company carries out local communication campaigns (creation of advertisements or magazine articles, radio, TV)		x	
98	The company carries out national communication campaigns (creation of advertisements or magazine articles, radio, TV)		x	
99	The company carries out international communication campaigns (creation of advertisements or magazine articles, radio, TV)		x	
100	The company carries out communication campaigns together with the different members of the quality process		x	
101	The company collaborates in preparing "press-trips" (participation in creating magazine articles, radio, TV) - (at least once per year)		x	
102	In a panel or the website (or social networks), there appear articles or reports which talk about the company or the region where the company operates.		x	
103	The City Council is sent all news or press information in order to include it in a RES'PIR website/press release		x	
104	Products are created or attempted to be created alongside other companies in the network		x	
105	There is a visual (catalogue of images) or video description of the services offered		x	
106	If promotional actions are carried out, these mention the RES'PIR procedure.		x	
7. ENVIRONMENT AND REGION		Obl	Vol	Applicable for
7.1. Minimització de l'impacte ambiental				
107	The company takes environmental criteria into account in the premises where it operates (a minimum of 3): use of low-consumption bulbs, selective waste stationery for the company's own use and at the disposal of customers, use of biodegradable products, flow limiters, etc.	x		those not having premises
108	In the case of group journeys or travelling with customers, collective transport vehicles are used		x	
109	The company has a flow management policy to prevent crowding in the surroundings (limited maximum number of participants, etc.)		x	
110	Customers are provided (via website or in physical format) with rules of conduct, in order to guarantee suitable behaviour for protecting the environment	x		
111	The company is involved in the actions aimed at protecting natural areas and the environment (minimum one action per year)		X	

7.2. Knowledge of the region and nature			
112	The businessperson and/or someone representing the company has attended the training sessions on the natural surroundings and cultural heritage of Girona		x
113	The customer(s) and/or employee(s) are systematically informed: environmental education, reminder posters, etc.		x
114	The businessperson and/or someone representing the company has thorough knowledge of a particular field (ornithology, medicinal plants, botany, architecture, cuisine, etc.)		x
115	The activities offered have a content of dissemination of and involvement of the customer with the environment and its conservation (written material or through the guide)		x
116	Activities supplementary to the activity itself, directly relating to knowledge of the environment, are offered: birdwatching, knowledge of the customs of the area, etc.		x
117	The company has educational diffusion tools relating to aspects of the environment and the region for the school public		X
7.3 Social, economic and regional aspects			
118	The company informs about local products and producers (agricultural, crafts, etc)	x	
119	The company participates in local life (e.g. cultural initiatives, protection of the natural and cultural heritage, etc.). At least once per year		x
120	The company provides access to training programmes related to its activities: languages, environment, first aid, cultural heritage, etc., beyond those legally established		x
121	The company offers positions of employment to disabled people		x
122	The company facilitates communication and encourages the participation of its staff with proposals related to sustainable tourism, carrying out activities, and the general improvement of the company quality management, etc.		x