

# TOURISM: Information and Reception

## SERVICES MENU

The San Sebastián City Council has created this Services Menu to inform citizens on the services it offers and their commitments.

The aim of this Services Menu is to continuously improve the quality of the services offered.

This Services Menu is revised every year.  
Date of publication: May 2021  
Valid until: May 2023

### Department in charge

San Sebastián Turismo-Donostia Turismoa S.A.

### What is our objective?

- ▶ We receive, inform and provide advice on the tourist offer and resources available in San Sebastián and the Basque Country.
- ▶ We give exposure to local companies and act as intermediaries to offer their products.

### Where to find us?

Alameda del Boulevard, 8  
20003 San Sebastian

### To what does this menu apply?

It applies to the services indicated herein.

## Public opening **HOURS** and **CHANNELS**

								
		Boulevard, 8	943 48 11 66	WhatsApp 607 187 462	Chat	Online shop 676 816 172	Email	
Until 2021/06/13	Monday to saturday	10:00-17:00					shopturismoa@donostia.eus	sansebastianturismoa@donostia.eus
From 2021/06/14 to 2021/09/26	Monday to saturday	9:00-20:00						
	Sundays	10:00-19:00						
From 2021/09/27 to 2021/12/31	Monday to saturday	10:00-18:00						
	Sundays	10:00-14:00						

New update:  
December 2021

# SERVICES AND COMMITMENTS

## Services

### 1. INFORMATION, ATTENTION AND ADVICE

We offer personalised tourist information at our offices, over the phone or by email...

We give advice on the tourist offer available in San Sebastián, Gipuzkoa and the Basque Country in general.

## How to request them



In person



943 48 11 66



WhatsApp

607 187 462



[sansebastianturismoa@donostia.eus](mailto:sansebastianturismoa@donostia.eus)





## We undertake to

- ▶ Provide clear and accurate information with a score of more than 8 out of 10 points.
- ▶ Offer friendly treatment with a score of more than 8 out of 10 points.
- ▶ Provide the service in 4 languages: Basque, Spanish, French and English.
- ▶ Open the tourist information office every day of the year, with the exception of: 25th December, 1st January and 6th January.
- ▶ Offer opening hours with a score of more than 8 out of 10 points.
- ▶ Attend within a waiting time with a score of more than 7 out of 10 points.



## How we rate it

- ▶ By studying user response in the satisfaction survey on the information received.
- ▶ By studying user response in the satisfaction survey on the treatment received.
- ▶ The languages in which the service is provided.
- ▶ Number of days on which the permanent tourist information office is open.
- ▶ By studying user response in the satisfaction survey on the opening hours.
- ▶ By studying user response in the satisfaction survey on the time they had to wait before being attended to.




# SERVICES AND COMMITMENTS

Services	How to request them	We undertake to	How we rate it
	 <p>In person</p>  <p>943 48 11 66</p>  <p>WhatsApp 607 187 462</p>  <p><a href="mailto:sansebastianturismoa@donostia.eus">sansebastianturismoa@donostia.eus</a></p>	<ul style="list-style-type: none"><li>▶ Make at least 10 visits a year to verify the information we provide on other companies and guarantee its reliability.</li><li>▶ Obtain points of more than 8 out of 10 in overall satisfaction with the quality of the service provided.</li><li>▶ Answer requests for tourist information made through channels other than at the office within 24 working hours, in 95% of cases.</li><li>▶ Answer 100% of all complaints and suggestions received in regard to our service, within a maximum of 30 working days.</li><li>▶ Send 100% of all complaints and suggestions made in regard to other bodies or organisations, within a maximum of 72 working hours.</li></ul>	<ul style="list-style-type: none"><li>▶ Number of visits made to the companies for which we offer services and resources.</li><li>▶ By studying user response in the survey on their overall satisfaction.</li><li>▶ % of answers provided to requests for tourist information made through channels other than at the office within the given deadline.</li><li>▶ % of complaints and suggestions made in regard to the service answered within the given deadline.</li><li>▶ % of complaints and suggestions made in regard to other bodies or organisations passed on within the given deadline.</li></ul>

# SERVICES AND COMMITMENTS

Services	How to request them	We undertake to	How we rate it
<p><b>2. SALE OF TOURIST PRODUCTS AND SERVICES</b></p> <p>We sell products and services for San Sebastián Turismo, associated companies and local companies in the sector.</p> <p>The most popular products and services are: tourist passes, guided tours, activities, promotional products...</p>	<p> In person</p> <p> Online</p> <p><a href="http://www.sansebastianturismoa.eus/shop">www.sansebastianturismoa.eus/shop</a></p>	<p>▶ Guarantee that there are NO more than 5% complaints related to the accuracy of calendars, routes, prices and availability of places in the services and products that we offer in San Sebastián Turismo.</p>	<p>▶ % of complaints related to the accuracy of calendars, routes, prices and availability of places and products offered on the website.</p>

# SERVICES AND COMMITMENTS

Services	How to request them	We undertake to	How we rate it
<p><b>3. DRAWING UP AND DISTRIBUTION OF TOURIST MATERIAL</b></p> <p>We draw up tourist information and material for San Sebastián, Gipuzkoa and the Basque Country. We also offer material to professionals in the sector: tourist companies, accommodation-providers, other tourist offices, tourist guides...</p> <p>Said material can be collected at the office, or, in specific circumstances, sent by courier service.</p> <p>The material we offer is: city maps, information catalogues, activity leaflets...</p>	<p> In person</p> <p> 943 48 11 66</p> <p> <a href="http://www.sansebastianturismoa.eus/shop">www.sansebastianturismoa.eus/shop</a></p>	<ul style="list-style-type: none"> <li>▶ Provide useful documentation and material with a score of more than 7 out of 10 points.</li> <li>▶ Have 95% stock for collection at the offices within 24-72 working hours from the time it is requested from San Sebastián Turismo.</li> <li>▶ Have all San Sebastián Turismo publications in Basque, Spanish, English and French.</li> </ul>	<ul style="list-style-type: none"> <li>▶ By studying user response in the satisfaction survey on whether or not the documentation and material on offer is useful.</li> <li>▶ % of orders available for individuals or bodies requesting them within the given deadline.</li> <li>▶ % of San Sebastián Turismo publications in the 4 languages.</li> </ul>

**If we do not fulfil a commitment:**

The city council will analyse the cause and publish the steps for improvement in [www.donostia.eus](http://www.donostia.eus)

## How you can PARTICIPATE

You can help us to improve the different services we offer as follows:

- ▶ by completing the satisfaction surveys at the Tourist Information Office.
- ▶ by making complaints and suggestions at any time:

in person:

- at the Tourist Information Office
- at the Udalinfo offices

by telephone:

- calling 010, from San Sebastian
- 943 48 10 00, from outside San Sebastian

online:

- in the Citizen Mail box on the website: [www.donostia.eus](http://www.donostia.eus)

## Regulations and legal information

- ▶ Law 13/2016, of 28th July, on Tourism.
- ▶ Decree 317/1996, 24th December, regulating the rights and obligations of the tourist user.
- ▶ Decree 142/2014, of 1st July, on Consumer complaints forms and the procedure for attending to complaints, claims and accusations made by consumers and users.
- ▶ Decree 279/2003, of 18th November, creating the Basque Network of Tourist Offices-ITOURBASK.

## You have the **RIGHT** to

- ▶ receive respectful and personal treatment from us.
- ▶ be attended to in Basque, Spanish, French or English.
- ▶ our respect for the confidential nature of the personal data and information you provide to the people working in the San Sebastián Turismo Information and Reception Department.
- ▶ receive, at all times, sufficient, accurate and understandable information on the services of the San Sebastián Turismo Information and Reception Department.
- ▶ submit any suggestion, complaint, request, claim or express gratitude.
- ▶ proceed with allegations and submit documents in the event of administrative decisions rejecting your requests.
- ▶ know at all times the status of proceedings in which you are an interested party.

## You have the **OBLIGATION** to

- ▶ behave in an educated manner and with respect towards the people attending to you and all other people.
- ▶ make proper and appropriate use of the offices, respecting the spaces and equipment.
- ▶ respect the established opening times.
- ▶ provide the documents and details required to proceed with the necessary steps and processes.
- ▶ provide information on any changes in your details likely to affect the processing of your file: address, telephone, car, bank account...





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SAN SEBASTIÁN  
Turismoa