

THE COMMITMENTS OF THE
« CRUISE FRIENDLY »
CHARTER

The Members undertake:

- **To open my store/shop/restaurant during opening hours in respect of the cruise calls schedule**
- **To provide a smiling warm welcome to cruise guests and crew members**
- **To offer a discount rate or a welcome gift when I recognize a cruise passenger or a crew member if they purchase a product in my shop**
- **To speak English or at least master a few usual words and sentences in order to help verbal communication**
- **To ensure my staff compliance with the present charter**
- **To be part of the “mystery-guest” visit programme**
- **To complete the survey about the economic impact at the end of the season using the performance indicator sheets provided with the handbook given with membership admission**
- **To display in a visible manner the “Cruise Friendly” logo on my shop window during cruise calls**