

QUALITY CHARTER

<i>For: les Guides de Verbier customers</i>		<i>For : les Guides de Verbier</i>
<u><i>Enlisting the services of a professional mountain guide means...</i></u>		<u><i>Being a professional mountain guide means...</i></u>
<i>Relationships</i>		<i>Relationships</i>
Getting as much pleasure as possible... with increased safety. Eliminating all risk is not possible in the mountains.	1	Ensuring maximum safety ... while giving as much pleasure as possible. Eliminating all risk is not possible in the mountains.
Expressing your desires easily... drawing up itineraries that fit your physical condition and fulfil your hopes and aspirations.	2	Listening to customers... in order to plan routes that are within their capabilities and will satisfy their hopes and aspirations.
Getting the best possible service*... depending on the weather conditions and the state of the mountains.	3	Clearly communicating*... the different alternatives bearing in mind the weather conditions and the state of the mountains.
<i>Safety</i>		<i>Safety</i>
Being equipped with the correct safety gear... suited to the planned itinerary (e.g. backpack, avalanche transceiver, harness if on a glacier,...)	4	Being fully equipped with professional safety gear... to be able to call up rescue services and to ensure adequate safety on the chosen route.
Respecting the guide's decisions*... reason and good sense must prevail.	5	Keeping customers informed*... and employing the best risk management strategies.
<i>Respect</i>		<i>Respect</i>
Sharing an unforgettable experience... while respecting safety rules and the environment.	6	Conducting yourself ethically... helping those in danger and respecting the environment.
<i>Training</i>		<i>Training</i>
Accepting... to learn how to use the equipment provided and to improve your skills and/or fitness.	7	Following the compulsory in-service training courses... essential to guarantee offering the best possible service.
<i>For your safety, the guide's decision is final!</i>	*	<i>In order to reduce the risks as far as possible, the guide's decision is final!</i>