FÉDÉRATION WALLONIE-BRUXELLES | Culture

COMMITMENTS

made by cultural operators to their users

In the interests of user consideration and comfort,

the cultural operator undertakes to respect the following code:

1. **DISPLAY THIS CODE PROMINENTLY,** at the entrance and exit of all the places where it welcomes users and on its website. It must be legible and accessible to all users (tip: minimum A3 format);
2. **PROVIDE USERS -** before the planned cultural activity takes place and, if admission is subject to a charge, before payment of the admission ticket - WITH THE MOST COMPLETE INFORMATION that does not include any information or representations likely to mislead them, in particular as regards the nature of the activity, the admission charge, if any, and the duration and date of the activity;
3. **INFORM USERS** as soon as possible, **IN THE EVENT OF SUBSTANTIAL CHANGES OR CANCELLATION OF THE CULTURAL ACTIVITY** concerned (whether occasional or permanent). At the very least, provide for arrangements for reimbursing users in these two cases, if access to the cultural activity in question is subject to a charge;
4. **INDICATE THE INITIAL NUMBER OF PLACES AVAILABLE** for the cultural activity in question at the entrance to all the places where it welcomes users, on its website and in its written advertising material;
5. **INDICATE ALL ITS PRICES** (admission tickets, cloakroom, etc.) **AT THE ENTRANCE** to all places where it welcomes users, on its website and, as far as possible, in written advertising material. In the same way, indicate any occasional reductions - specifying whether they can be combined with each other or with permanent reduced fares - any free fares and the conditions for benefiting from them;
6. **DISPLAY GENERAL CONDITIONS** relating to access to the proposed cultural activity, at least at the entrance to all the places where it welcomes users;
7. **SPONTANEOUSLY OFFER USERS THE BEST RATE** applicable to them;
8. **PROPOSE IDENTICAL PRICES AND DISCOUNTS REGARDLESS OF** the information media and booking methods used;
9. **DO NOT OVERBOOK;**
10. **DO NOT USE A PAY SYSTEM** (such as premium rate numbers) **TO INFORM USERS;**
11. **DIFFUSE TARGETED INFORMATION** that encourages access and the widest possible participation by all users, including 'weak' users (people with reduced mobility, the unemployed, the visually or hearing impaired, etc.);
12. **ENSURE**, as far as possible, **MINIMUM ADAPTED WELCOMING FOR PEOPLE WITH REDUCED MOBILITY**, pregnant women, the visually impaired, the blind, the hearing impaired or the deaf (translation into sign language, subtitles, induction loop - increasing the volume of equipment for the hearing impaired - etc.). Reserve easily accessible places for them, inform them of the adapted services that can be offered to them and the safety instructions that are specific to them;
13. **GIVE A COPY OF THIS CODE TO THE USER** who requests it;
14. **VISIBLY INDICATE HIS FULL CONTACT INFORMATION**, ncluding his e-mail address, at the entrance and exit of all places where he welcomes users and on all information media used, so that user can send him a detailed written complaint;
15. **RESPOND IN DETAIL TO WRITTEN COMPLAINTS** from users within 30 days of receiving them;

If the cultural operator and the user fail to reach an amicable solution following the detailed written complaint referred to above,

the cultural operator undertakes to follow up the complaints procedure organised within the General Administration of Culture, described as follows:

- **THE CULTURAL USER CAN SEND A COPY OF THE COMPLAINT,** as communicated to the cultural operator with any annexes, to the Culture desk of the General Administration of Culture of the Ministry of the Wallonia-Brussels Federation:
  a. Or by e-mail: culture.info@cfwb.be
  b. Or by post: Guichet culture (Culture Desk), Espace 27 septembre, boulevard Léopold II, 44, 1080 Brussels
- Le **CULTURE DESK** acknowledges receipt of the copy of the complaint on the first working day following receipt. As soon as the case is submitted, the Culture Desk sends a copy to :
  a. the most appropriate department of the General Administration of Culture to which the cultural operator belongs, under the supervision of the General Administrator of Culture. The General Department informs the cultural operator concerned in writing of its submission of the case within 15 days.
  b. Service du Médiateur de la Wallonie et de la Fédération Wallonie-Bruxelles, for information purposes.
- **ONLY COMPLAINTS RELATING TO OPERATORS RECOGNIZED AND/OR SUBSIDISED** by the General Administration of Culture WILL BE ADMISSIBLE. This principle will not exclude contact with an unrecognised and/or unsubsidised cultural operator.
- **NO COMPLAINT RELATING TO A QUESTION CONCERNING A WORK OR ARTISTIC FREEDOM WILL BE DEALT WITH.** If, however, the facts on which the complaint is based constitute a risk, the cultural operator will be reminded by letter/email.
- **IF THEY DO NOT COMPLY WITH THE PRINCIPLES,** the cultural actors recognised and/or subsidised by the Wallonia-Brussels Federation who undertake to comply with this Code may be penalised by the Wallonia-Brussels Federation;
  The penalties applied by the Wallonia-Brussels Federation will be proportional to the seriousness and recurrence of the breaches of the commitments (examples of penalties: temporary suspension of part of the subsidy granted, temporary suspension of the entire subsidy granted, reduction of the subsidy granted, termination of the agreement or programme contract);
  The Wallonia-Brussels Federation will only sanction defaulting cultural operators after a warning and a reminder.