

# Services charter



## The Cathedral Hostel



## Service: Information and Bookings

The Cathedral Hostel is a **youth and pilgrim hostel** which is run by the Santa María Cathedral Foundation. It provides information services concerning **accommodation at the hostel** as well as other matters related to the Santa María Cathedral itself.

There are various ways in which to obtain information:

- **In-person:** At the **Hostel Reception** in Cuchillería 87, from Monday to Friday from 2:00 p.m. to 8:30 p.m. from 10am - 2pm and Saturdays and Sundays from 9:00 a.m. to 8:30 p.m.
- **By phone:** On **945 255 135**, from Monday to Friday from 2:00 p.m. to 8:30 p.m. from 10am - 2pm and Saturdays and Sundays from 9:00 a.m. to 8:30 p.m.
- **Telematically:** On the website **www.alberguecatedral.com** and at the email address **info@alberguecatedral.com**.

## Our Commitments

**Commitment:** Provide an efficient and friendly service using language that is understandable, responding satisfactorily to any questions raised.

**Indicators:** Obtain more than 4 points on a scale of 5 in the satisfaction surveys sent to visitors.

**Commitment:** Telephone enquiries will always be handled by a person, not by a machine.

**Indicators:** Requirement included in the technical specifications. Obtain more than 4 points on a scale of 5 in the satisfaction surveys sent to visitors.

**Commitment:** Return phone calls and respond to e-mails within a maximum period of 24 hours.

**Indicators:** Requirement included in the technical specifications. The Mystery Client technique will be used to ensure its fulfilment.

## Service: Quality Accommodation

We provide accommodation in a range of different types of **shared rooms: for 5, 6 or 8 people**. Staying with us entitles you to use the **kitchen** (everything you use must be left clean and tidy afterwards) and the **communal areas**.

Our rooms feature the following facilities: electronic key access, certified bunk beds, personal security lockers, heating, full bathroom and Wi-Fi Internet connection.

We also provide special rate accommodation to anyone making the **pilgrimage along the “Camino de Santiago”** who provides the relevant credentials.

Groups of more than 15 people can enjoy **special rates** and can make use of dining room services.

There are additional discounts for **REAJ** or **IYHF** hostel membership card holders.

A 75 m2 meeting room can also be rented.

## Our Commitments

**Commitment:** Guaranteeing daily cleaning and proper upkeep of the premises.

### Indicators

- Daily in-house cleanliness checks.
- Weekly in-house checks on the premises.
- Scoring higher than 4 out of 5 points in the satisfaction questionnaires sent to the guests.
- Mystery client.

**Commitment:** Refunding any advance booking fees for any cancellations made at least 7 days before the check-in date.

### Indicators

- Direct organisation indication.
- Checking by means of the complaint log and the corresponding bank statement.
- The percentage of timely refunds will be measured.

# Services charter

Services charters are documents to inform citizens about the **services** we offer and our **quality commitments**. Therefore, to ensure fulfilment of these commitments, we undertake to annually publish specific **indicators** for each commitment.

## Mission

The mission of the Santa María Cathedral Foundation is to develop the potential within the cathedral as a major heritage site in the region, on a historic, cultural, tourist and scientific level. In the Cathedral hostel, this goal is achieved **by providing accommodation to a range of different groups, young people, pilgrims and tourists visiting the city.**

## Commitments monitoring

If the commitments set out in this Services Charter cannot be fully or partially fulfilled at any time due to causes within or beyond the service, the Santa María Cathedral Foundation will act to rectify this situation and avoid inconveniencing users of the service.

A series of indicators to verify the fulfilment of the commitments has been established in the charter. Monitoring of the commitments will be published annually on the website: [www.catedralvitoria.eus](http://www.catedralvitoria.eus).

## How can you help us?

Citizens can collaborate in the process of **continuous improvement** of this Charter of Services, expressing their suggestions and complaints or participating in future revisions that are carried out. To do this you can use any of these ways:

- **In-person** at the offices of the Fundación Catedral Santa María at Calle Cuchillería 93, monday through friday from 8:30 a.m. a 14:00 p.m.
- By filling in **complaint and suggestion** sheets at the Hostel reception.
- **By email:** [zerbitzukarta@catedralvitoria.eus](mailto:zerbitzukarta@catedralvitoria.eus).
- **By web suggestion box:** [www.albagueatedral.com](http://www.albagueatedral.com).