

Eusko Greeters is a nonprofit organization founded in 2011 that offers visitors a new form of alternative tourism and, in particular, a new welcoming policy based on voluntary participation and cultural exchanges.

In 2011 Eusko Greeters launched the **Bilbao Greeters** Program to provide the service, free of charge, in Bilbao and the surroundings. Now in the beginning of 2013, lunches **Donostia-San Sebastian Greeters** with the same purpose in the city of San Sebastian (Donostia in Basque). Soon **Vitoria-Gasteiz Greeters** will be ready. The main objective of this service is the cultural exchange, for the visitors and Greeters.

Who are the GREETERS?

Greeters are locals, not official tour guides, from the Basque Capitals and its surroundings, who aim to give our visitors an insight into areas of the city and beyond from a friendly, local perspective.

We share our city according to what the visitor wants to see. Walking themes such as shopping, outdoor and indoor markets, neighborhoods, sports ... only serves as support to the meeting. The experience of life and the cultural exchange are the objectives of the meetings.

Every Greeter must be motivated, open-minded, sociable and available at least half a day per month, and must like meeting people from all around the world. Being fluent in another language is not required but it is appreciated. They must be over 18 years old.

Who are the VISITORS?

People who travel to and stay in our capitals, and want to discover the city and the surroundings through the eyes of its residents, and to exchange, share and live a personalized experience as well. We cater for visitors whether they come with friends, family, or alone; for business or holiday. Please, no more than six people per group and at least one person must be over the age of 18.

Visitors should not give any payment or tips to the Greeter under any circumstances. Only, if you consider this service is useful and worth after you experience it, we would deeply appreciate contributions to "Asociación Cultural Eusko Greeters" through our Web site (Donate button), so that we may grow in order to serve other visitors to our city.

How are Greeters and Visitors matched?

Every visitor must submit a request to meet a Greeter by filling out the "Visit Request Form" on our website, at least fifteen days prior to the meeting, in order to be matched with a Greeter according to the language, their areas of interest (arts, environment, sports, etc.) and what they want to discover during their stay (neighborhood, city gardens, gastronomy, good stores, etc.).

Filling out the *Visit Request Form* doesn't guarantee participation in a walk.

After processing the request, Eusko Greeters will confirm, by e-mail, the meeting point, time and name of the Greeter. The meeting point will be preferably the lobby of the hotel where the visitor is staying or a public place where the walk will take place.

Communication with visitors is only done through email. It is therefore essential visitors continue to access their emails when abroad, including their stay in the Basque Country.



About the walk...

Every walk is organized in a unique way according to factors such as: what the Visitors would like to do; to the Greeter who will be welcoming them and to the weather.

The walks last between 2 to 4 hours, but can last longer if both the Visitor and the Greeter agree.

If there are any monetary costs involved during the walk, for example refreshments, transport, etc., both Visitor and Greeter pay for their own expenses, however we expect visitors to understand that Greeters' services are provided free of charge and Greeters are volunteers. In these cases, it is desirable that the visitor invites them.

Visitors are aware of the rules and objectives of the service and agree with them. If they don't and are late, disrespectful, and show no interest for the walk, the Greeter is free to discontinue the walk and leave.

Support

We are a nonprofit organization, running exclusively on donations. A contribution to our programs in Bilbao, Donostia-San Sebastian and Vitoria-Gasteiz allows us to continue providing free services to more visitors.

We greatly appreciate your support! Thank you



Be my friend!