



CHARTER & GUIDELINES

PREAMBLE

Mobility is important for the empowerment of young people; meeting people in other countries, learning about their culture, will not only have a positive influence on their personal development, but will also enlarge their understanding of different cultures and their tolerance to other opinions and ways of living. Accurate and updated information in a form that young people can rely on, combined with other appropriate services, is a way to stimulate youth mobility.

Youth mobility will stimulate young people to participate actively in society, and thus is a form of informal learning and a way to promote responsible citizenship.

MISSION STATEMENT

USE-IT is a not-for-profit information service for young people and budget travellers. It is centred on the needs and interests of the individual and adopts a personalised approach. USE-IT offers information and insights on all aspects of local culture. USE-IT stimulates and enables young visitors to get in contact with their local counterparts.

CHARTER

1. The information provided by USE-IT is complete, up-to-date and based on the needs of young people and travellers
2. The information provided is free of charge.
3. The information consists at least of a minimum of (alternative) tourist information, cultural events, where to sleep, where to eat, information where to go out and where to meet other people.
4. There will be information available that enables young people and travellers to explore a city without being dependent on others.

5. The information offered is clear and independent of any religious, political, ideological or commercial influence.
6. USE-IT is intended for young people and travellers.
7. USE-IT will be non-directive and adapts a personalized approach.
8. USE-IT will be as innovative as possible.
9. USE-IT enables and stimulates young travellers to meet their counterparts.

GUIDELINES

Publication(s), and – if applicable – website and visitors desk of member organizations will correspond with these Guidelines.

INFORMATION

1. The essential information can be available in a variety of languages, but will always be available in English.
2. Information in English will be formulated in a way that it is understandable for non-native English speakers.

PUBLICATIONS

1. Each year a budget guide will be published, containing at least a useful map, and a minimum of tourist information, cultural events, where to sleep, where to eat, information where to go out and where to meet other people.
2. All USE-IT publications will refer to WWW.USE-IT.INFO and list all other USE-IT initiatives.
3. All USE-IT publications will have the USE-IT Europe logo on the cover.

WEBSITE

1. The website will be informative, containing at least a minimum of tourist information, cultural events, where to sleep, where to eat, information where to go out and where to meet other people.
2. The website will link to WWW.USE-IT.INFO and list all other USE-IT initiatives.
3. The website will contain the USE-IT Europe logo.
4. The website will contain contact details.
5. E-mail enquiries will be answered within 2 working days.

INFORMATION DESK

1. The information desk will be located in an area in/or close to the city centre.
2. The information desk will be clearly identifiable as a USE-IT visitor desk, and will be well sign-posted.
3. The information desk should be open on a regular basis at times that are convenient to young people and travellers.
4. The opening hours will be displayed and published.
5. The information desk will be open and staffed at the published times.

6. The information desk will distribute the budget guides of all other USE-IT initiatives.
7. Copies of a map of the city will be available free of charge.
8. The users can have access to the Internet.
9. There is a secure place where users can leave luggage.
10. The staff (employees or volunteers) of the centre is qualified for the job.
11. The staff has a lot of local knowledge based on experiences.
12. The staff is multi-lingual, including at least English.

MANAGEMENT

1. USE-IT is a professionally run organization. This includes that the staff (employees or volunteers) have clear tasks and responsibilities.
2. USE-IT is in contact with initiatives and organizations working with or run by local young people.

EVALUATION

1. USE-IT has a feedback and evaluation system, with input from the target group, to find out if young people and travellers are satisfied with the services.

USE-IT NETWORK

1. USE-IT members engage in discussions about topics of common concern. This can be done during meetings or by e-mail contact.
2. USE-IT members will carry out the agreements made at meetings or through e-mail.
3. All products made by a USE-IT member will be sent to the other USE-IT members. The other members will give feedback on these products.

These USE-IT Charter & Guidelines were agreed upon during the meeting of the General Assembly of USE-IT Europe ivzw, taking place in Rotterdam on 27 February 2008.

All USE-IT Europe members will accept this document, sign it and act in accordance with it.



Education and Culture DG

'Youth in Action' Programme

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