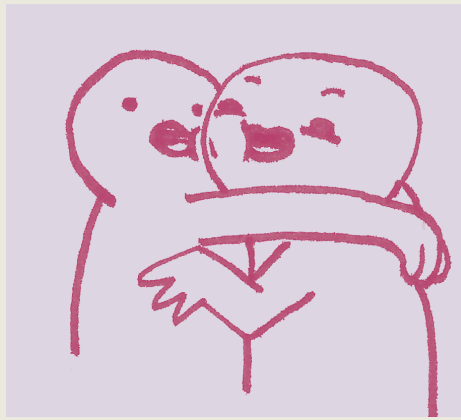


# During the visit you have the right to:



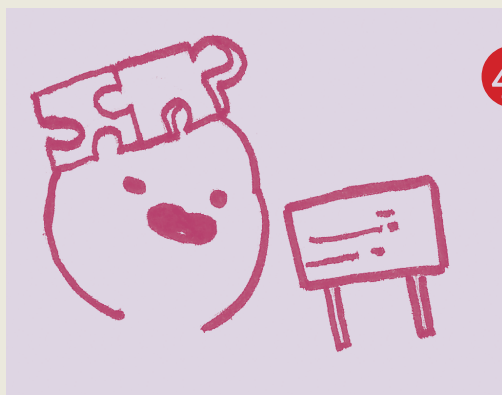
**1** Receive friendly and helpful attention.



**2** Enjoy the time you spend on the program or activity.



**3** Receive a reasonable and balanced amount of information.



**4** Understand the meaning of the explanations offered to you.



**5** Feel that you are taken into account in the communication process.



**6** Feel emotions and surprise over the content and the way it is presented como por el estilo de la presentación.



**7** Experience stimuli which make you think and reflect until you reach your own conclusions.



**8** Take away memories of the meaning and essence of this place.



**9** Ask the staff about anything you do not understand and receive an answer, even though it may be provided later and through other means of communication.



**10** Communicate any aspects that you did not like to the staff, the institution or the centre responsible for the activity or the place.