

CRTOA

Canberra Region Tourism Operators Association Inc.

Application for Membership

Each application must be accompanied with a photocopy of your current Public Liability Insurance payment receipt.

I,.....
(full name of applicant)

.....
(Company)

of.....
(address)

Phone.....Fax.....Email.....

Website.....

hereby apply to become a member of the Canberra Region tourism Operators Association Inc. In the event of my admission as a member I agree to be bound by the rules of the association and to conduct myself and my business according to the Code of Conduct, which appears below

..... Date...../...../.....
(Signature of applicant)

I,.....
(members full name)

a member of the association, hereby nominate the applicant, who is personally known to me, for membership of the association.

..... Date...../...../.....
(Signature of proposer)

I,.....
(members full name)

a member of the association, hereby nominate the applicant, who is personally known to me, for membership of the association.

..... Date...../...../.....
(Signature of seconder)

Member's Code of Conduct

Membership of CRTOA signifies high levels of integrity of the member's business operations. Members agree to adhere to these principles of professional ethics. Failure to adhere to these principles may result in the exclusion of an operator from CRTOA membership and membership benefits.

1. Business Relations

1.1 Operators Relations with Trade and Consumers

1.1.1 Operators shall, where possible, inform their customers of pertinent facts concerning tours, transportation, accommodation or other services offered to consumers.

1.1.2 Operators shall be factual and accurate when called upon to give information to trade and consumer.

1.1.3 Operators shall keep their employees informed in an accurate and timely manner of all alterations to their services.

1.1.4 Operators shall endeavor to eliminate any practices which could be damaging to trade or consumers or to the dignity and integrity of the tourist industry.

1.1.5 Operators should avoid misleading or doubtful superlatives in their advertising.

1.1.6 Operators should advise their customers in writing, prior to the time the initial payment is made for any booking, about cancellation policies and any service charges.

1.2 Members Relations with Other Service Providers

1.2.1 Operators shall follow the best traditions of salesmanship and fair dealing by according fair, objective and impartial representation of other service providers which they from time to time represent.

1.2.2 Operators should conduct their business so as to try and avoid controversies with fellow operators.

1.2.3 If an opinion is sought about a competitor, operators shall render it with professional integrity and courtesy.

1.2.4 Operators should encourage and promote membership of their industry Associations so that the entire tourism industry and public benefit from the training, experience and high standards of operators.

2. Conduct of Members

- 2.1 Operators shall minimise operational and client environmental and social impacts by sustainable practices, offering information, leading by example and taking corrective action.
- 2.2 Operators shall endeavor to prevent both accidental and purposeful actions that cause damage to the environment such as crowding, harassment of wildlife, trampling, off road/track/trail driving, walking and riding, and the improper disposal of waste.
- 2.3 Operators shall, in accordance with the relevant statutory requirements, not discriminate against customers nor misrepresent other service providers on the grounds of race, gender, cultural, sexual preferences or disability issues.
- 2.4 Operators shall recognise their own and the publics exposure to the hazards arising from operating tourism and hospitality services, however litigious, and take all necessary steps to manage that risk according to curent best practice. operators shall, therefore, conduct their operations in accordance with all statutory requirements relevant to their particular operations.

3. Dealing with Complaints

- 3.1 If a complaint is lodged against an operator by trade, consumer, and/or another operator, the operator shall take immediate steps to amicably deal with the complaint.

4. Causes for Enforcement of Member Responsibilities

- 4.1 Failure of an operator to abide by the above mentioned 'Code of Practice' shall render a member liable to disciplinary action.
- 4.2 If operators fail in one or more of the above nominated ethical standards, they may be censured or suspended from the Canberra Region Tourism Operators Association, including the right to access member benefits or participate in member activities and shall forfeit any claim to monies paid in respect of membership, joint promotion or public relations which may have been paid to the Association.

5. Declaration

I solemnly and sincerely declare that**(name of business)**

will be conducted in a spirit which aligns with and adheres to the ethical standards nominated above.

Signed.....

Name.....

Position.....

Date...../...../.....

Witness.....

Date...../...../.....