

MEMBERS' CODE OF ETHICS

ENSURING VISITOR EXPERIENCE EXCELLENCE

Membership in Destination Greater Victoria requires that every member, company or group adhere to our Members' Code of Ethics.

All members undertake to:

- Provide clean and well-maintained facilities and equipment for the enjoyment of their customers
- Provide customers with exceptional customer service, information on other products, services and attractions when requested and treat all other members of Tourism Victoria courteously, ethically and professionally
- Handle all inquiries, requests, transactions, correspondence and complaints promptly, courteously and fairly
- Exercise truth in all promotional materials concerning facilities, services and amenities provided and advise the public in a reasonable manner if and when unable to provide the level of services or facilities as advertised
- Provide customers with complete details on prices, cancellation policies and services at time of purchase and advise of changes in services, products or costs if and when they occur
- Provide all customers with a fair exchange for Canadian dollars on their foreign currency
- During periods of full capacity, assist customers with finding other suitable arrangements, ensure that they feel welcome and encourage them to return at a future date
- Promote responsible and sustainable use of Greater Victoria's environmental resource base when providing services and products to customers
- Abide by all applicable federal, provincial and municipal laws
- Treat Destination Greater Victoria staff with respect and within the policies of our organization; financial inducements whether in cash or kind will not be looked upon favourably and action will be taken