



## CODE OF CONDUCT

All Association Members pledge themselves to conduct their business activities in accordance with the following principles of our Code of Conduct.

1. Advertise your business clearly, accurately and truthfully.
2. Answer inquiries in a professional and timely manner. Guest confirmations are recommended.
3. Clearly define your business deposit and cancellation policy.
4. Maintain your premises at a high level of cleanliness, comfort and safety.
5. Be available (on site or by cell phone) to guests throughout their stay or advise otherwise, during initial booking or upon arrival.
6. Address all guest concerns in a professional manner.
7. Provide information to guests on sponsors, local attractions and services.
8. Provide generous nutritious breakfast options to all guests.
9. Notify association of opportunities or concerns.
10. Notify the association within two weeks of your business closure or changes to information. Examples: phone number, email address, web site or services stated within any of our print material.

Approved November 2008