

Code of Conduct

The Sapphire Coast Tourism (SCT) Code of Conduct outlines professional guidelines so the conduct of SCT members will enhance the regions tourism industry and contribute positively to the regions community, environment and quality of life. SCT members are expected to:

1. Act professionally and with high levels of duty of care, safety and concern towards other SCT members, customers and the Bega Valley community
2. Deliver with integrity, all advertised products and services, meeting all legal responsibilities including trading only under a register business name
3. Comply with the laws of Australia and ensure all contracts and terms of business are clear, concise and honoured in full, ensuring all dealings are ethical and fair
4. Speak and act respectfully and not denigrate or slander anyone or discriminate on the basis of race, gender, religious belief, sexual orientation or political persuasion
5. Ensure claims in advertising and marketing a product or service are true, not misleading or exaggerated and are not negative about another member's product or service
6. Manage their businesses effectively and efficiently, enhancing the reputation of tourism in the Bega Valley and to respond and resolve customer complaints in a timely and courteous manner and to change business processes and policies when necessary
7. Operate a safe, healthy and satisfying working environment for staff, customers and the public
8. Manage their staff/employees fairly and equitably. Consider environmental best practice guidelines, conserving water, energy and the natural environment. Be ambassadors for tourism on the Sapphire Coast and help remote community understanding of the importance of tourism as a vibrant contributor to the local economy. Tourism is the backbone of our economy

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9. Membership of SCT is subject to review and acceptance by the Board or their authorised agent
10. Breaches of the Members' Code of Conduct may result in suspension of membership and associated benefits including brochure display, website listings and bookings. Members have the right to address the Board should a breach be alleged against them
11. It is understood that by signing the membership application form you agree to follow the Members Responsibilities and the Members Code of Conduct