



Code of Conduct **Tour Guide Membership**

Aims

To ensure that the public receive the most professional service from Members.

To maintain and enhance the reputation and standing of the Association and its membership.

To abide by Namibian official legislation and statutory requirements as they relate to the travel and guiding industry.

Conduct between members and employers

Follow the pre-arranged itinerary as fully and as closely as possible.

Only use suppliers of products and services that have been approved by your employer.

Do not solicit further business from your clients as a freelance guide.

Do not solicit or take any commission for services provided that is not approved by your employer.

Carry out contractual obligations entered into with Principals in an honorable manner.

Conduct between members and clients

Treat guests with respect.

Act in a professional manner at all times when on tour or safari.

Ensure that all information supplied by yourself to guests is true and correct.

Act towards the best interests of guests at all times.

Conduct between members and other businesses

Treat suppliers to your tour or safari with respect as industry colleagues.

Request guide accommodation at hotels and lodges, only to the standard that is normally provided for guides.

Conduct between members and other guides

Deal fairly with each other and not damage the reputation, nor disparage the guiding practices of other guides.

Adhere to truthful statements and to good taste when called upon to express opinions of other guides.

Encourage other tour guides to become members of TASA.

Co-operate with FENATA and their members.

General

Maintain high standards of professionalism, courtesy and hospitality at all times.

Ensure, within bounds of legal liability, the safety of clients and all their possessions.

Do not discriminate against any person because of race, colour, sexual orientation, religion or any other reason.

Infringements

Any Member becoming aware of unethical practices on the part of fellow Members should advise the National Executive Council of TASA.

In the event of an infringement of this Code of Conduct all facts relating thereto will be fully examined by the National Executive Council of TASA.

The TASA National Executive Council's decision in regard to a reprimand or expulsion shall be taken in terms of TASA's Constitution and shall be binding on the Member.

By signing this form I declare that I understand that if I do not strictly adhere the details herein I could face expulsion from TASA without any compensation or refund.

Signature of applicant.

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Date.....

Tour and Safari Association of Namibia

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