



Code of Conduct - Tour Guide Membership

OBJECTIVE

To ensure that the paying tourist and the general public receive the most professional service from Members.

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

To abide by Namibian legislative 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 clients/guests with respect.

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

Ensure that all information you sharing with your clients/guests is true and correct.

Act in the best interests of clients/guests at all times.

CONDUCT BETWEEN MEMBERS AND OTHER BUSINESSES

Treat ALL tour and safari suppliers with respect – they are industry colleagues.

Request for guide accommodation at hotels and lodges NOT to exceed the standard.

CONDUCT BETWEEN MEMBERS AND OTHER GUIDES

Deal fairly with other guides, ensuring that another's reputation is in no way tarnished, 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.

GENERAL

Promote a high standard of professionalism, courtesy and hospitality at all times.

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

Do not discriminate against any client based on race, colour, sexual orientation, religion or any other reason.

Promote membership to TASA.

Co-operate with FENATA and their members.

INFRINGEMENTS

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

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

The 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: _____

Date: _____

Tour and Safari Association of Namibia

PO Box 11534 *Klein Windhoek * Republic of Namibia **36 Bismarck Street * Windhoek
Telephone : +264-61-238423 * Facsimile : +264-61-238424 * E-mail : info@tasa.na * www.tasa.na
Company Registration – 21/2004/449

Corporate Members:

