

TIA CODE OF ETHICS

These are the standards Tourism Industry Aotearoa expects of our Members:

- Recognise and affirm customers' rights to courteous, prompt and honest service.
- Maintain high standards and fair practice in all business transactions.
- Accord customers of all cultural origin equal respect and consideration.
- Price goods and services fairly and unambiguously.
- Ensure that advertising is accurate and truthful, free of anything which could mislead or otherwise be contrary to the public interest.
- Establish and maintain procedures for the prompt handling of complaints, ensuring that all inquiries, refunds and returns of goods (where applicable) are dealt with properly and reasonably.
- Keep proper books of accounts and conduct all affairs in a professional manner.
- Uphold and observe all laws and regulations pertaining to their establishment, particularly those governing the provision and sale of goods and services.
- Discharge all responsibilities to employees by observing all laws and awards, by giving proper training and instruction, by providing adequate working conditions, equipment and facilities and supervising standards of safety and work practice.
- Act in an environmentally responsible way.
- Uphold the interests and reputation of New Zealand as a quality destination for visitors and travellers, offering friendly, hospitable service.