

Mudgee Region

2023-24 Mudgee Region Tourism Partners Code Policy

Code of Conduct and Ethics – Partners + Sponsors

1. Partner Relations with Trade and Customers

- a) MRTI partners maintain a high standard of courtesy and hospitality at all times
- b) MRTI partners will, unless circumstances render it impossible, inform their customers, when expected, of all pertinent facts concerning tours, transportation, accommodation or other services which they provide
- c) MRTI partners will be factual and accurate when called upon to provide information to the trade and to customers
- d) MRTI partners will keep their employees and MRTI informed in an accurate and timely manner of any alterations to their services
- e) MRTI partners will ensure that published trading days and trading hours are strictly adhered to. In the event that published trading days and trading hours cannot be adhered to due to unforeseen circumstances, the MRTI Visitor Information Centre is advised in a timely manner
- f) MRTI partners will endeavour to eliminate any practice which could be damaging to the trade or customers, or to the reputation or integrity of the tourist industry in our region
- g) MRTI partners will ensure that their advertising contains no information, superlatives or photography that is either misleading or doubtful
- h) MRTI partners must make available their cancellation policy (either in writing or on the web) prior to the time initial payment is made for any booking, informing customers of cancellation policies or any service charges that may be imposed
- i) MRTI partners will at all times act in accordance with current Trade Practices legislation or in the spirit of such legislation where it does not formally apply to that service provider
- j) Partners will, in the conduct of their business, at all times abide by all laws and regulations, be they Local, State or Federal

2. Service Provider Relation with other MRTI partners

- a) MRTI partners will follow the best traditions of salesmanship and fair dealing by according fair, objective and impartial representation of other MRTI partners whom they may from time to time, represent on behalf of MRTI
- b) MRTI partners should conduct their business so as to try to avoid controversies with fellow providers. In the event of an unresolvable controversy between MRTI partners which affects trade, consumers or other MRTI partners, such controversy shall be referred for mediation or arbitration, whichever appropriate, by an independent mediator or body

- c) At all times MRTI partners shall respond to a visitor enquiry with professional integrity and courtesy
- d) MRTI partners are to encourage and promote partnership of MRTI so that the entire tourism industry in our region can benefit from the marketing, training, experience and high standards of all MRTI partners

3. Behaviour of MRTI partners

- a) MRTI partners will treat staff, volunteers and directors associated with the organisation, including the visitor centres, with courtesy and respect
- b) MRTI partners will conform to the principles of environmental responsibility
- c) MRTI partners will endeavour to prevent both accidental and purposeful actions that cause damage to the environment such as crowding, harassment of wildlife, trampling, off road track / trail / road driving, walking and riding (except as authorised) and the improper disposal of waste

4. Dealing with Complaints

- a) In the event that an MRTI partner should have problems about the organisation or the Visitor Information Centre, that these be made known to Management or the MRTI Board in writing
- b) MRTI partners are required to comply with agreements reached through mediation in the event that mediation has taken place

5. Enforcement of Code of Conduct and Ethics

- a) If the Service Provider fails in one or more nominated ethical standards, they may be censured or suspended from partnership of MRTI. The fact of partner suspension will be advised to all tourism bodies associated with MRTI
 - b) In the event of a service provider failing to abide by the “Code of Conduct and Ethics” the board will determine what action is to be taken
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Where else can I find relevant information?

If you have questions once you have read the code, other sources of relevant information include:

- Public Finance and Audit Act 1983
- Financial Management and Accountability Act 1997
- Code of Ethics and Conduct for NSW Government Sector
- Law Enforcement Conduct Commission Act 2016
- Whistleblower Legislation