

# Trinidad and Tobago Incoming Tour Operators Association

## CODE OF CONDUCT

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### OBJECTIVE

It should be the constant aim of all T.T.I.T.O.A. members to conduct their business and themselves in a manner which will reflect the highest possible standards in business and bring credit to the Association.

### THE CODE

1. T.T.I.T.O.A. members should deal honestly and fairly with each other, with clients and suppliers of services.
2. T.T.I.T.O.A. members will treat all details of their negotiations with clients and suppliers as confidential. Details of negotiations will not be divulged to a third party.
3. A member will not knowingly make false or misleading statements:
  - a. About their ability to successfully and professionally meet potential client's needs;
  - b. About competitors;
  - c. About rates, costs, accommodation, transportation, capacities or any other factors at his disposal;
  - d. To secure otherwise confidential information.
4. A member will honour signed contracts, both with his clients and his suppliers in spirit as well as intent, and should make every effort to honour all commitments, both written and verbal.
5. A member will settle all his financial obligations promptly, or at least in accordance with normal commercial practice unless otherwise explicitly agreed with his supplier(s).
6. T.T.I.T.O.A. members will, as soon as possible, release back to the supplier any contracted services no longer required.
7. T.T.I.T.O.A. members should reconfirm all services in written form.
8. T.T.I.T.O.A. members will not produce any sales literature which clearly names a supplier together with a selling price without prior agreement being reached on rates and conditions.
9. Members shall not attempt to convert business to themselves by directly or indirectly bringing the name of another T.T.I.T.O.A. member into disrepute.

10. If an infringement of this Code of Conduct is alleged against a member the facts shall be reported in writing to the Membership committee of the Association for preliminary investigation.

#### **ENFORCEMENT AND SANCTIONS**

1. The member against whom the allegation has been made shall provide, at the request of the Membership Committee, such further information in writing or documents as may be required within such a period as may be specified.
2. Failure to pay the annual subscription within the specified period shall be a prima facie breach of this Code of Conduct.
3. If, after preliminary investigations, the facts alleged against the member appear to the Membership Committee to constitute a prima facie infringement of this code, the facts shall be submitted in writing to the Executive Committee of the Association.
4. The Executive Committee shall, before reaching any final conclusions where disciplinary action, if imposed, could result in a reprimand, suspension of membership or termination of membership, give the member the opportunity to make representations to the Executive Committee either personally or in writing. The Executive Committee will give the member at least fourteen days previous notice in writing of the time and place of the hearing of the representations.
5. If the Executive Committee shall decide upon any disciplinary action they shall notify the decision to the member who shall have the right, exercisable within 14 days after the service of the notice upon him, to appeal against the decision to all members and the Executive Committee shall make the necessary arrangements for the holding of a General Meeting for the hearing of the appeal. The decision of the Executive Committee to penalise a member shall take effect on the expiration of the period for appeal; if the member has not then appealed he shall thereupon be liable to comply with the decision made by the Executive Committee.
6. If the member appeals against the decision of the Executive Committee to all members the decision shall not take effect unless and to the extent that it is confirmed or varied by the general meeting called for that purpose, which shall have power to allow an appeal, vary a penalty and to substitute a penalty for the suspension or termination of membership.