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GRAND BEND & AREA CHAMBER OF COMMERCE

Accommodation Code of Ethics

The Accommodation Code of Ethics was ratified by the Membership at the 2009 Annual General Meeting. All accommodation providers are required to comply with this Code of Ethics. Failure to comply with the Code may result in a Member's ban from the Chamber's Membership. Please complete, sign and return a copy of this document to the Chamber in person, by mail or email to info@grandbendchamber.ca.

Business Name: _____ Date: _____

This accommodation business will:

- Ensure the highest standard of cleanliness and hospitality is maintained at all times;
- Handle all enquiries, requests, reservations, correspondence and complaints promptly, courteously and fairly;
- Provide written/verbal advice about deposit and cancellation policies to potential guests;
- Charge reasonable and appropriate rates at all times, including a fair exchange on foreign currency;
- Conduct all business dealings in a fair and ethical manner consistent with standards of the industry;
- Practice environmentally friendly policies with a view to sustaining Ontario's natural resources; and
- Can provide proof of Liability Insurance.

I understand that membership with the Grand Bend & Area Chamber of Commerce will continue to be conditional on a site inspection by appointed Chamber personnel. Failure to uphold the Code of Ethics would result in a review and possible forfeit of membership in the Grand Bend & Area Chamber of Commerce.

Signed

Print Name

Date

